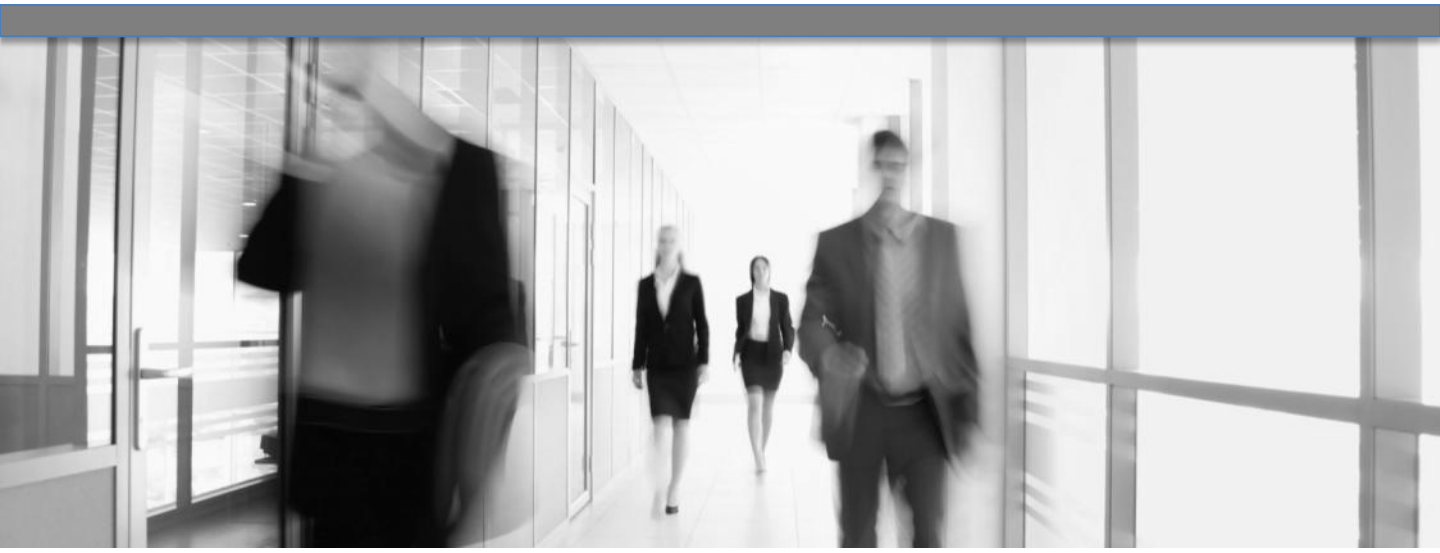

Buyer User Guide

Version 1.7

Contents

(click the relevant text to navigate to section)

	Pg.
Introduction to the User Guide	**3**
Logging In	**5**
▪ Login Process	6
▪ Forgotten Password	7
▪ Creating Login Details (New Users)	9
▪ Home Page	10
My Settings	**11**
▪ Contact Details	12
▪ Access	12
▪ Security	12
▪ Username & Password	12
▪ Preferences	12
Manage Users	**13**
▪ Create New users	15
▪ Remove Existing Users	16
▪ Amend Existing Users	17
▪ Information Centre	18
Search	**19**
▪ Company Search	20
▪ Company Search Results	21
▪ Product Code Search	22
▪ Product Code Search Results	26
▪ Search Actions & Reports	27
▪ Supplier Questionnaire	29
TSMS	**33**
▪ Introduction to TSMS	34
▪ Product Code Search	35
▪ TSMS Search Results	38
▪ TSMS Search Criteria	39
▪ TSMS Search Messages	39

	Pg.
TSMS (Continued)	
▪ TSMS Compliance	40
▪ Search Actions & Reports	41
▪ Supplier TSMS Questionnaire	43
Supplier Assessments & Audits	**44**
Alerts (Track Changes)	**47**
▪ Introduction to Alerts	48
▪ Setting Alerts	49
▪ Viewing and Managing Alerts	52
Internal Qualification (IQ)	**57**
▪ Introduction to IQ	58
▪ IQ Search	59
▪ IQ Search Results	60
▪ Supplier Questionnaire with IQ	61
▪ How to Qualify a Supplier	62
Additional Questions (AQ)	**63**
▪ Introduction to AQ	64
▪ The AQ Dashboard	65
▪ Create AQ Event with Suppliers	66
▪ Create AQ Event without Suppliers	71
▪ Create AQ Event Using Another Event	72
▪ Extending Deadline Date	73
▪ View Supplier Responses	74
▪ AQ Reports	75
Reports	**76**
About Achilles	**78**

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Introduction to the User Guide

Introduction to the User Guide

Objective

The aim of this guide is to provide assistance to buyers in searching for suppliers, as well as some of the additional features that your company or community may have configured.

How to Use the Guide

The Buyer User Guide is an interactive document that incorporates hyperlinks to make navigation simple.

- The contents page and divider pages are hyperlinked so you can click on a relevant title to take you straight to that section of the guide.
- As this document has been created as a PDF, you will also be able to view each section in the hyperlinked bookmarks down the left hand side of the PDF reader program you are using. If these are not available and you are using an Adobe program, navigate to View → Navigation Panels → Bookmarks.
- To navigate to the next or previous page, click on the icons.
- If at any point you would like to go back to the contents page, click on the icon.

Guidance

Throughout the guide there a number of boxes that contain additional information. Look for boxes that contain one of the following icons:

Important – this information is critical for you to know

Tip – this information is supplementary to other key information

Permissions – these boxes detail the relevant permissions required

Content

Some of the information contained within this guide is universal to all buyer organisations, however some sections are optional modules that can be purchased as part of the subscription. As such, the sections of the guide that refer to these optional modules are marked with the icon. Your user permissions (see section on My Settings) will give you an overview of what additional modules you may have. You can also check with your company administrator.

Assistance

Should you require assistance with any aspect of the buyer search process or have any other queries, please contact your Account Manager who will be happy to help. If you are unsure who your Account Manager is, please contact the relevant office and ask for the Account Management team for the community/sector your organisation is a buyer with.

A list of the worldwide office locations and contact details can be found atthe following URL: http://www.achilles.com/en/global/Misc/header/Contact-Us/worldwide-offices/

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Logging In

Login Process

Login Page

The web address to log in is https://one.achilles.com. Note the **s** after the http – this is to ensure secure login for both suppliers and buyers.

Browser Support

Website support is available for:

- Internet Explorer V6-9
- Firefox V3.6+
- Google Chrome

Enter your username and password, then click on the **Proceed** button.

If you are unsure of your password, click the link and follow the instructions on the following two pages of this guide: **Forgotten Password**

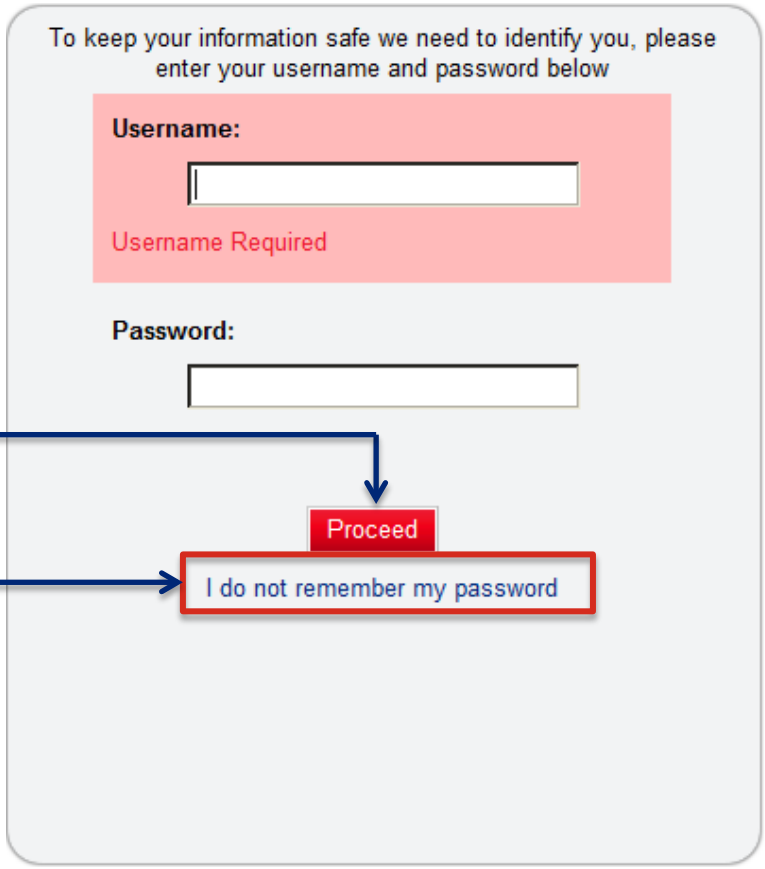
To keep your information safe we need to identify you, please enter your username and password below
Username:
Username Required
Password:
Proceed
I do not remember my password

Figure 1: Login Page

You will have three attempts to login. If they are unsuccessful you will be taken to the forgotten password area (follow the instructions on the following two pages of this guide: **Forgotten Password**).

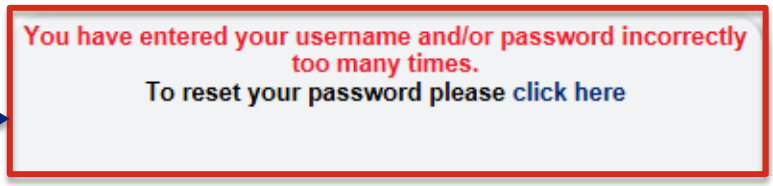

Figure 2: Incorrect Login

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Forgotten Password

Memorable info **known**

When you have either clicked on the link to confirm you do not remember your password or have entered a password incorrectly three times, you will be taken to a page where you will be required to enter your first name, last name and email address. Then click on the **Continue** button.

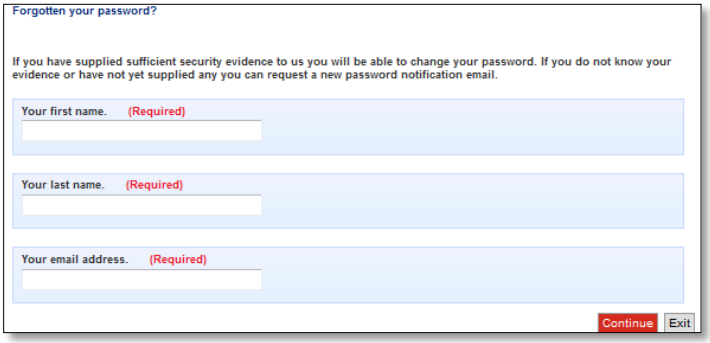
Forgotten your password?
If you have supplied sufficient security evidence to us you will be able to change your password. If you do not know your evidence or have not yet supplied any you can request a new password notification email.
Your first name. (Required)
Your last name. (Required)
Your email address. (Required)
Continue
Exit

Figure 3: Forgotten Password – Contact Details

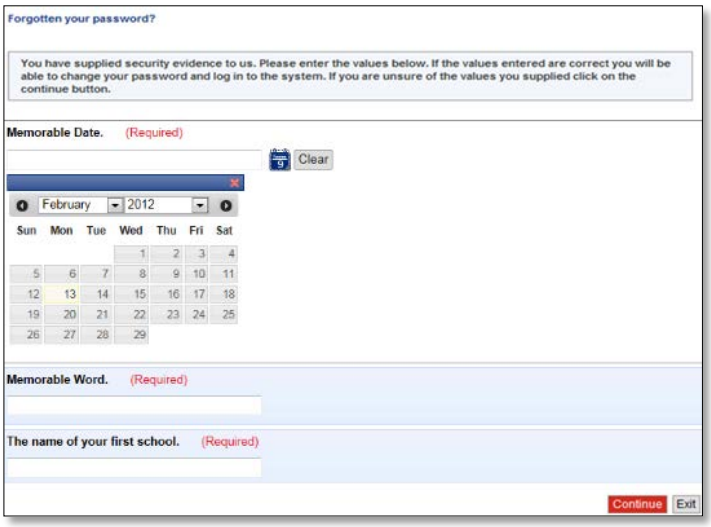
Forgotten your password?
You have supplied security evidence to us. Please enter the values below. If the values entered are correct you will be able to change your password and log in to the system. If you are unsure of the values you supplied click on the continue button.
Memorable Date. (Required)
Clear
February 2012
Sun Mon Tue Wed Thu Fri Sat
Memorable Word. (Required)
The name of your first school. (Required)
Continue
Exit

Figure 4: Forgotten Password – Memorable Data

Entering Memorable Information

You will then be asked to provide the memorable information that you chose when originally creating the login credentials. This includes:

- A memorable date
- A memorable word
- Name of your first school

Click on the **Continue** button once completed

Important:

Some users may not have memorable information. This happens if Achilles has created the user account on behalf of an organisation.

It is critical that each user, once logged in, completes this memorable information area.

Creating a New Password

You will then be able to enter and confirm the new password (**must be at least 8 characters, including a mixture of upper and lower case letters and numbers**), before clicking on the button entitled **Change my password** to complete the process.

Forgotten your password?
You have successfully supplied evidence values. Please enter your required new password below.
New Password (Required)
Retype your password making sure it is the same as above. (Required)
Change my password

Figure 5: Forgotten Password – New Password

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Forgotten Password

Memorable info **not known**

After clicking the link "I do not remember my password" from the home page or incorrectly entering the password three times, follow the process of entering your first name, last name and email address and click on the **Continue** button.

As per the message on the following page, if you do not know the memorable data, click on the **Continue** button.

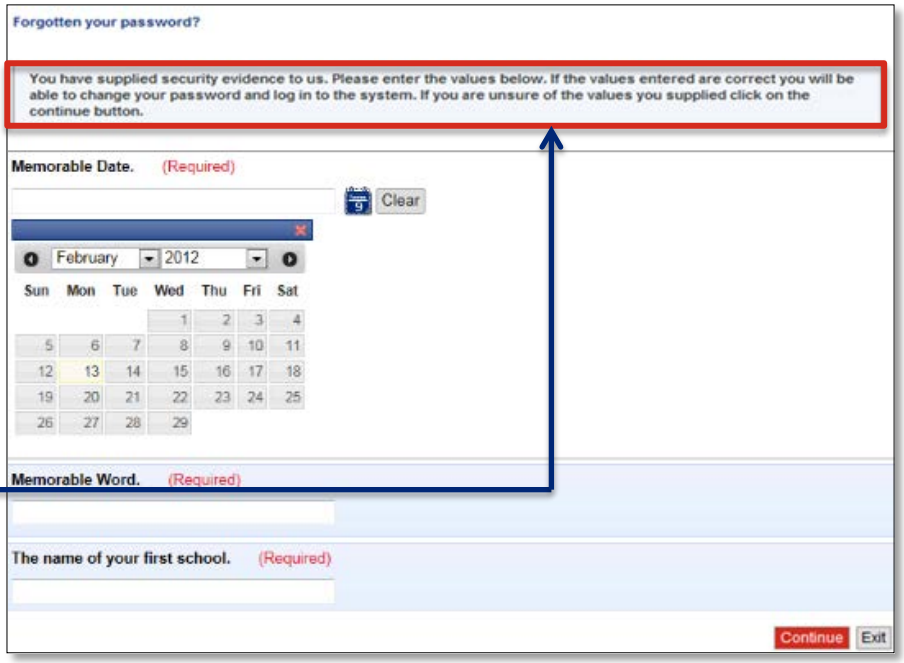
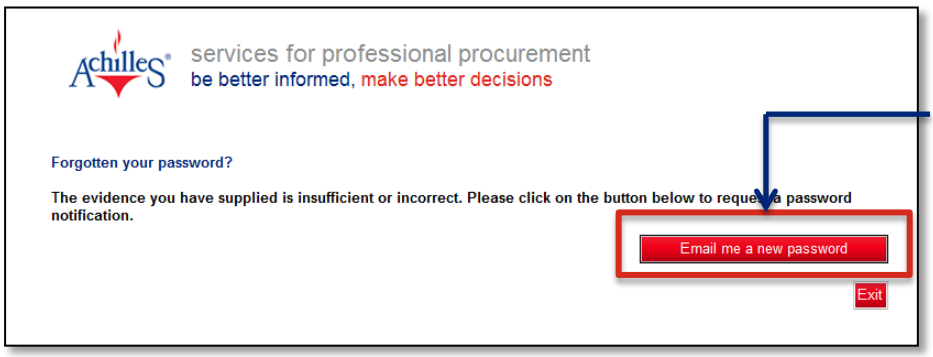
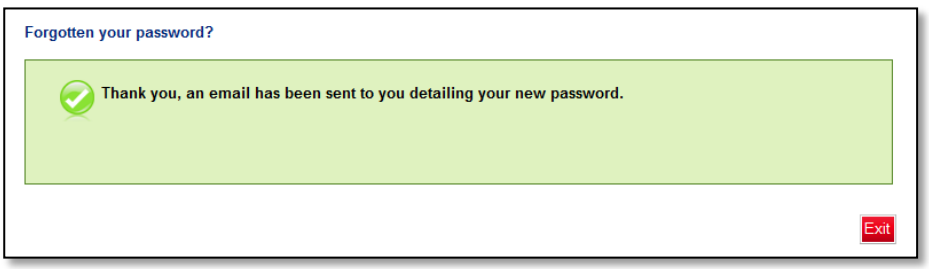

Forgotten your password?
You have supplied security evidence to us. Please enter the values below. If the values entered are correct you will be able to change your password and log in to the system. If you are unsure of the values you supplied click on the continue button.
Memorable Date. (Required)
Clear
February 2012
Sun Mon Tue Wed Thu Fri Sat
Memorable Word. (Required)
The name of your first school. (Required)
Continue
Exit

Figure 6: Forgotten Password – Incorrect Memorable Data


services for professional procurement
be better informed, make better decisions
Forgotten your password?
The evidence you have supplied is insufficient or incorrect. Please click on the button below to request a password notification.
Email me a new password
Exit

You will then be able to request a new password to be sent to you by email to the address associated with the user details entered.

Figure 7: Forgotten Password – Email Password



This is then followed by a confirmation message.

Figure 8: Forgotten Password – Confirm Email Password

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Creating Login Details

New Users

Using the link supplied in your invite email from Achilles, you will be taken to a page to create your login details.

You will be automatically supplied with a username which you can change if you wish. If the username supplied has already been taken by another user, you will be asked to change it (you could just add some digits to the end).

Passwords must be at least 8 characters, including a mixture of upper and lower case letters and numbers. Once you have entered and re-entered a suitable password, click on the **Continue** button.

Tip:
The link provided will remain valid until such time as you click to use it.

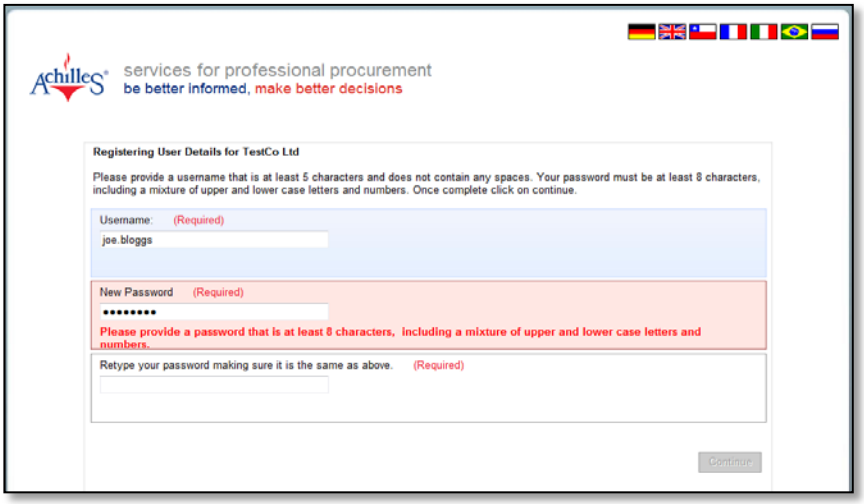
services for professional procurement
be better informed, make better decisions
Registering User Details for TestCo Ltd
Please provide a username that is at least 5 characters and does not contain any spaces. Your password must be at least 8 characters, including a mixture of upper and lower case letters and numbers. Once complete click on continue.
Username: (Required)
joe.bloggs
New Password (Required)
Please provide a password that is at least 8 characters, including a mixture of upper and lower case letters and numbers.
Retype your password making sure it is the same as above. (Required)
Continue

Figure 9: Create Logins – Username/Password

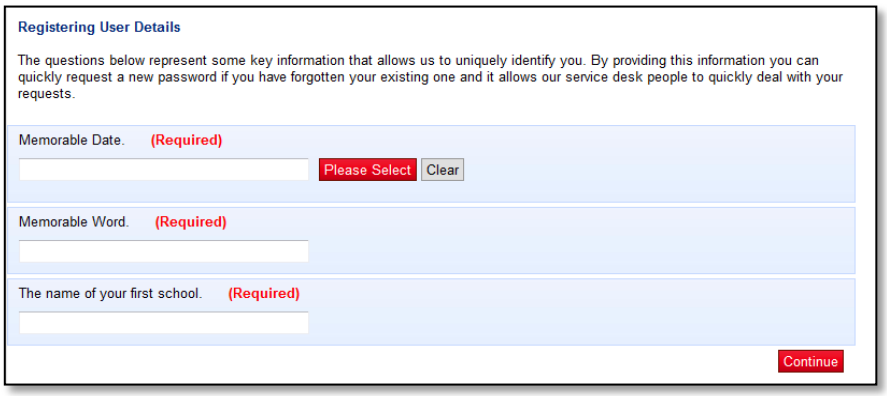
Registering User Details
The questions below represent some key information that allows us to uniquely identify you. By providing this information you can quickly request a new password if you have forgotten your existing one and it allows our service desk people to quickly deal with your requests.
Memorable Date. (Required)
Please Select
Clear
Memorable Word. (Required)
The name of your first school. (Required)
Continue

Figure 10: Create Logins – Memorable Data

You will then need to add some memorable information so that if at any stage you forget your login details this information will help you to retrieve the correct details.

Once you click on the **Continue** button, the process is complete.

You will be logged into your Home Page automatically where you can click to start using the search.

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Home Page

Once you have logged in, the first screen you will see is your Home Page. This is the starting point for all your activities and you can always return to the Home Page by selecting the **Home** link.

Also registered as a Supplier?

If your company is registered as a Supplier as well as a Buyer, you will have the option to change views in order to make changes to the supplier questionnaire. The supplier options are detailed in the separate Supplier User Guide.

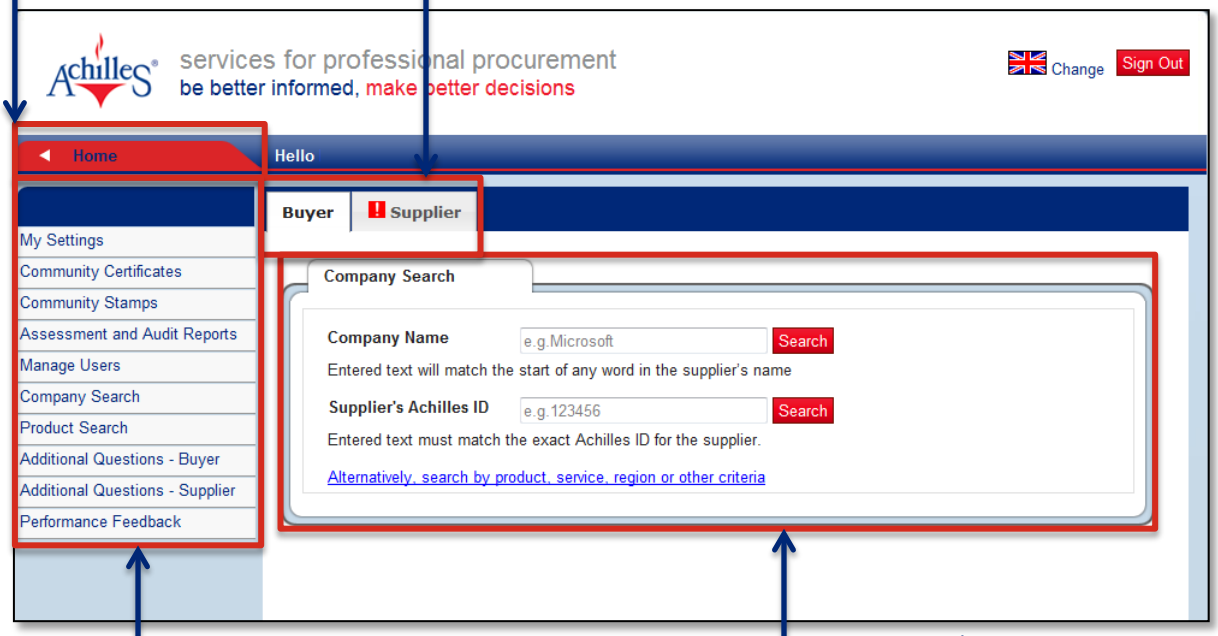

Figure 11: Home Page

Left-Hand Side Menu Options

Note that the options in the menu will change depending on your permissions as a user, the community-based permissions and whether you are also registered as a supplier.

Company Search

Enter all or part of the name of the company you are looking for and click on the enabled **Search** button.

You can click the link below the company search to look by product code and other criteria.

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My Settings

My Settings

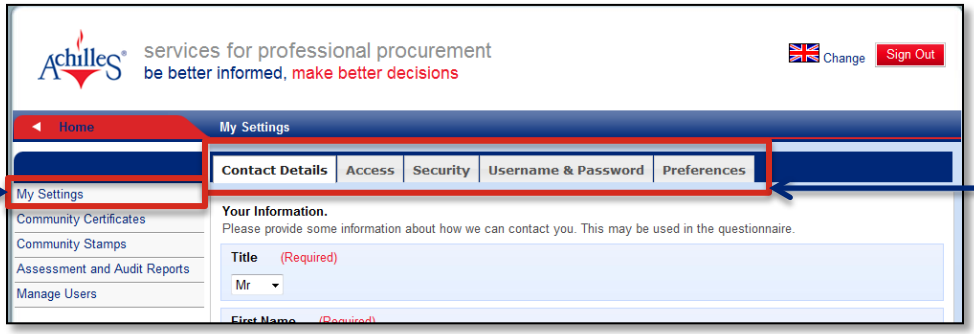

Figure 12: My Settings

On the left-hand side menu, you will see an option called “My Settings”.

From here you will be able to change your contact information, view your access, change your security information or login credentials and amend your language preferences by navigating through the tabs.

Tip:
Ensure that you save any changes made to each tab

CONTACT DETAILS

In this tab, you can update the contact information – name, email address, contact number, job role and address. Note that if you have a questionnaire role (your contact information is used within the questionnaire), changes you make in this section will be reflected in the questionnaire.

ACCESS

This tab shows a read-only view of the permissions your user role has. Permissions cannot be amended in this section. Only Administrators or Achilles personnel can change the permissions for users in Manage Users.

SECURITY

In this tab, you can complete or amend the memorable data: memorable date, memorable word and name of first school. You may require this if you forget your username or password.

USERNAME & PASSWORD

You can amend these details in this section. Note that you may find that an alternative username has already been used in the system so you would need to modify it slightly. Password changes must follow the same principle: **at least 8 characters, including a mixture of upper and lower case letters and numbers**.

PREFERENCES

In this section, you can amend your language preferences for both the overall system and each community that your company is registered with.

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Manage Users

Manage Users

On the home page, and if you have administrative access, you will see an option called “Manage Users”.

From here, those with Administrative access will be able to update, add or remove users from the system.

The Manage Users section contains a list of everyone associated with the company:
User = someone who has login access
Questionnaire Roles = someone who is named in the questionnaire as a contact (only where the company is also registered as a supplier).

A person may be a user only, only have Questionnaire Roles or be both a user and a contact in the questionnaire.

Permissions:
Manage Users

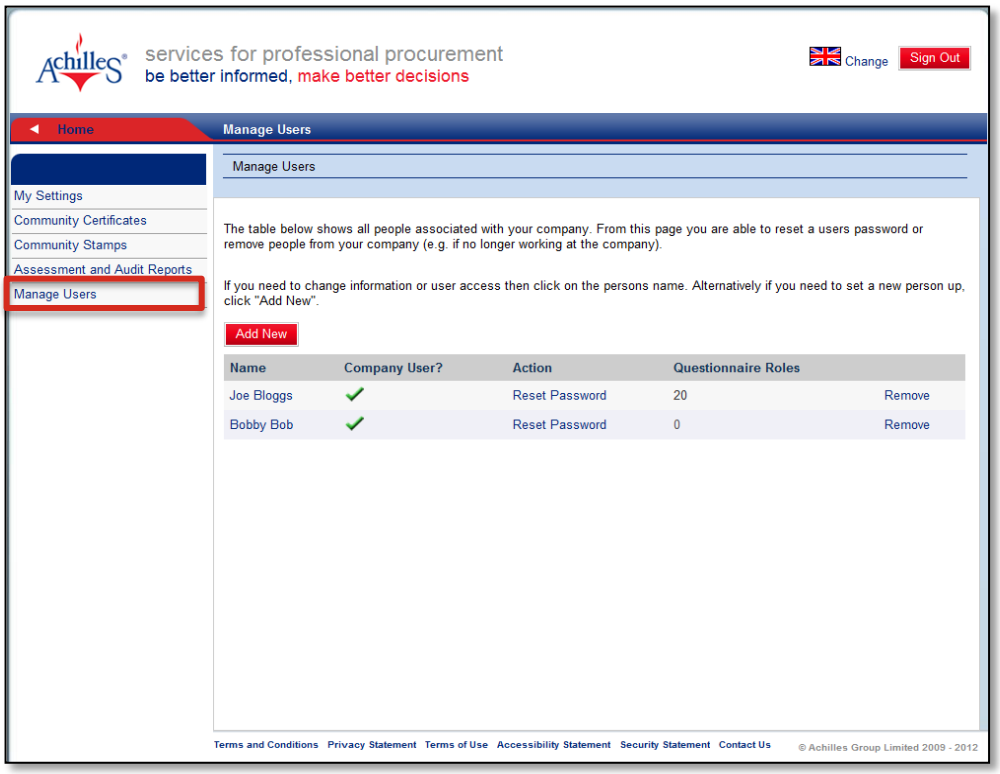

Figure13: Manage Users

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Manage Users

CREATE NEW USERS

To add new users, click on the button entitled **Add New**.

Once you have completed the contact information required, click on the **Save Details** button at the bottom of the page.

Once the details for that person have been saved, you can click **Make User** which will send that person an email detailing how to create login credentials to access the site.

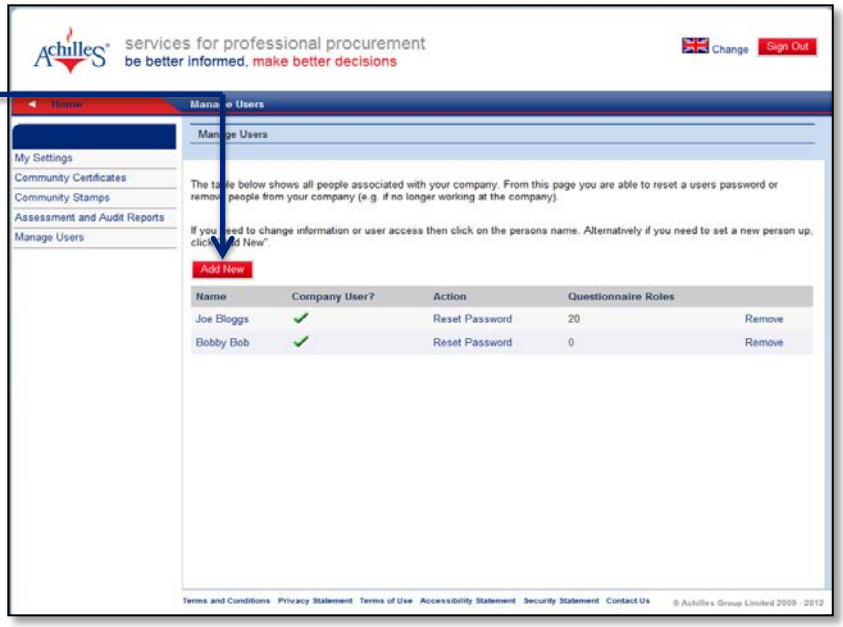

Figure 14: Create New User

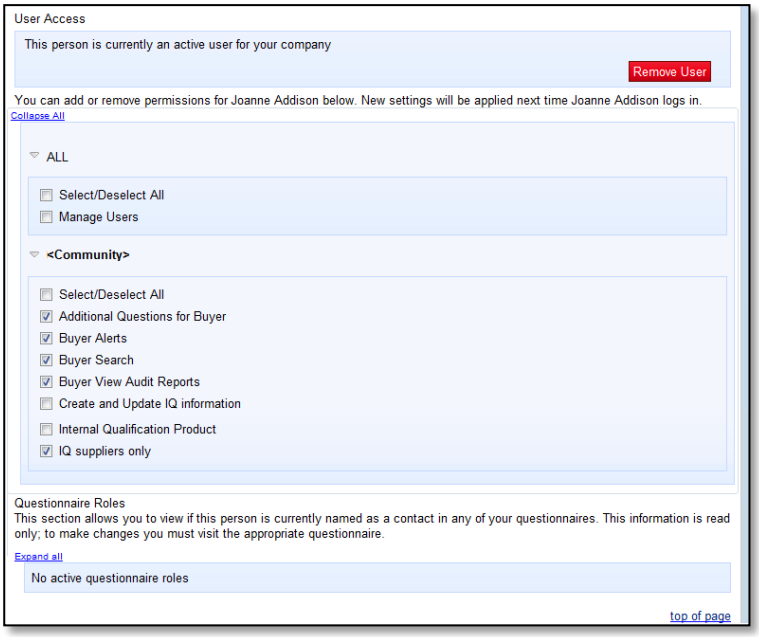
User Access
This person is currently an active user for your company
Remove User
You can add or remove permissions for Joanne Addison below. New settings will be applied next time Joanne Addison logs in.
Collapse All
ALL
Select/Deselect All
Manage Users
<Community>
Select/Deselect All
Additional Questions for Buyer
Buyer Alerts
Buyer Search
Buyer View Audit Reports
Create and Update IQ information
Internal Qualification Product
IQ suppliers only
Questionnaire Roles
This section allows you to view if this person is currently named as a contact in any of your questionnaires. This information is read only; to make changes you must visit the appropriate questionnaire.
Expand all
No active questionnaire roles
top of page

Figure 15: Create New User

You can click on the **Remove User** button if you need to remove their access.

You will also be able to set the appropriate permissions for that user, such as Buyer Search, Manage Users and other community specific permissions.

Click in the box next to the relevant permission – a tick will appear. Unselect by clicking the permission again. Any changes made to the permissions will be automatically saved and will be updated for when the user next logs in.

Questionnaire Roles at the bottom of the page refers to users that are also registered as suppliers. This section will contain data if that person is then used as a contact within the questionnaire.

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REMOVE EXISTING USERS

This should only be used if the user is required to be permanently removed from the system. If you only want to remove certain access for a user, click the users name and amend their permissions as per the next section – Amending Existing Users.

Click on the **Remove** button next to the user and confirm the action to remove them from the system.

Note for Buyers who are also registered as Suppliers: To remove existing users, you will firstly need to ensure that they have no Questionnaire Roles listed. The reason for this is that your questionnaire cannot have areas with missing contact references. These roles will firstly need to be replaced by another user by going to the relevant sections of the questionnaire that the current user is referenced. You may want to click on the user from Manage Users first to see where their Questionnaire Roles are within the questionnaire.

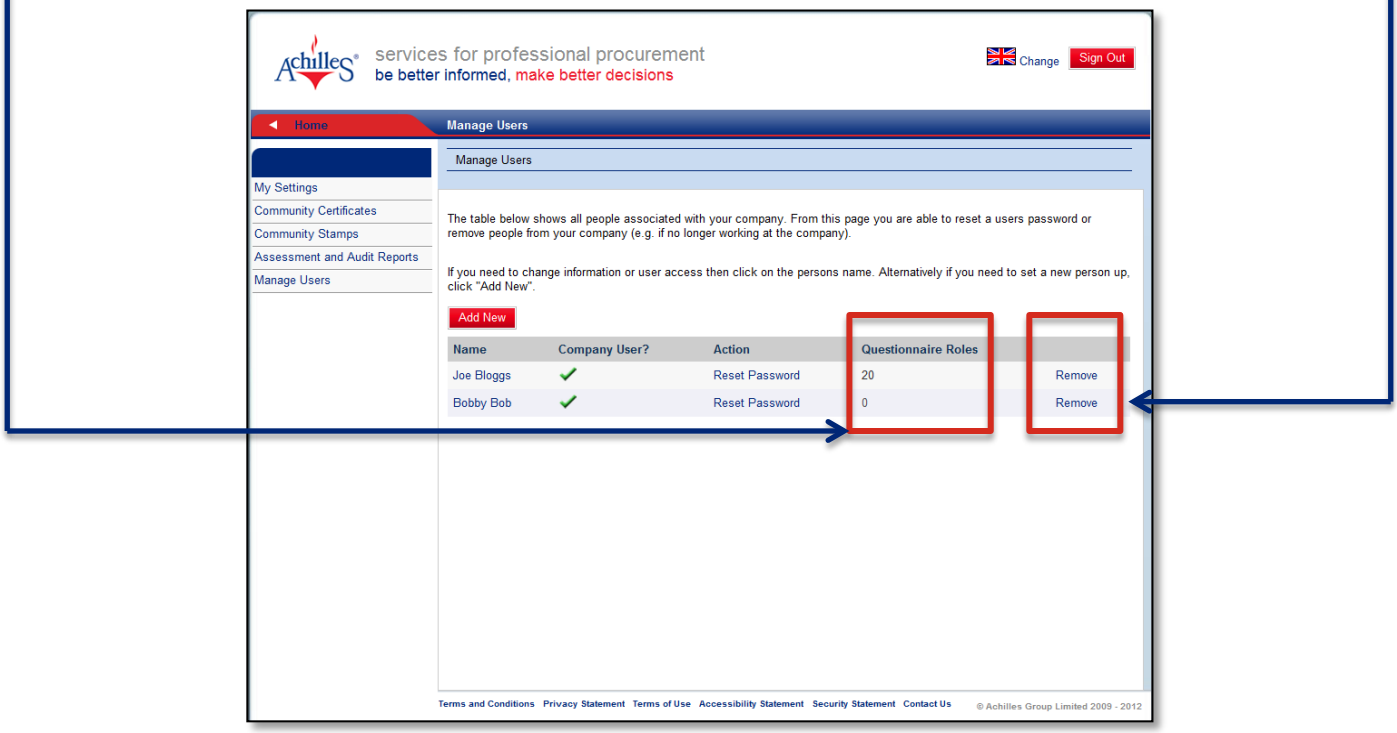

Figure 16: Remove User

If you attempt to remove a user that has active Questionnaire Roles, the following warning will appear:

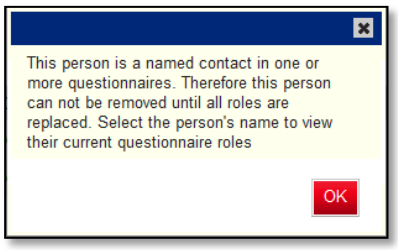
This person is a named contact in one or more questionnaires. Therefore this person can not be removed until all roles are replaced. Select the person's name to view their current questionnaire roles
OK

Figure 17: Remove User - Contact

Once all Questionnaire Roles have been removed, you will be able to permanently remove that user from the system.

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AMENDING EXISTING USERS

From the main Manage Users page, you can reset passwords for users that already have access, and resend the invite email to users that have not created their login credentials.

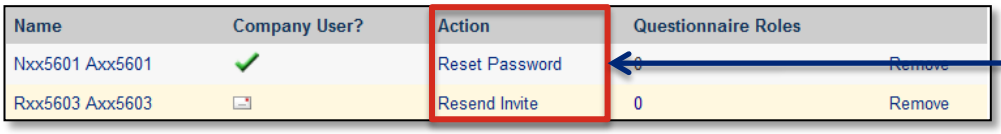
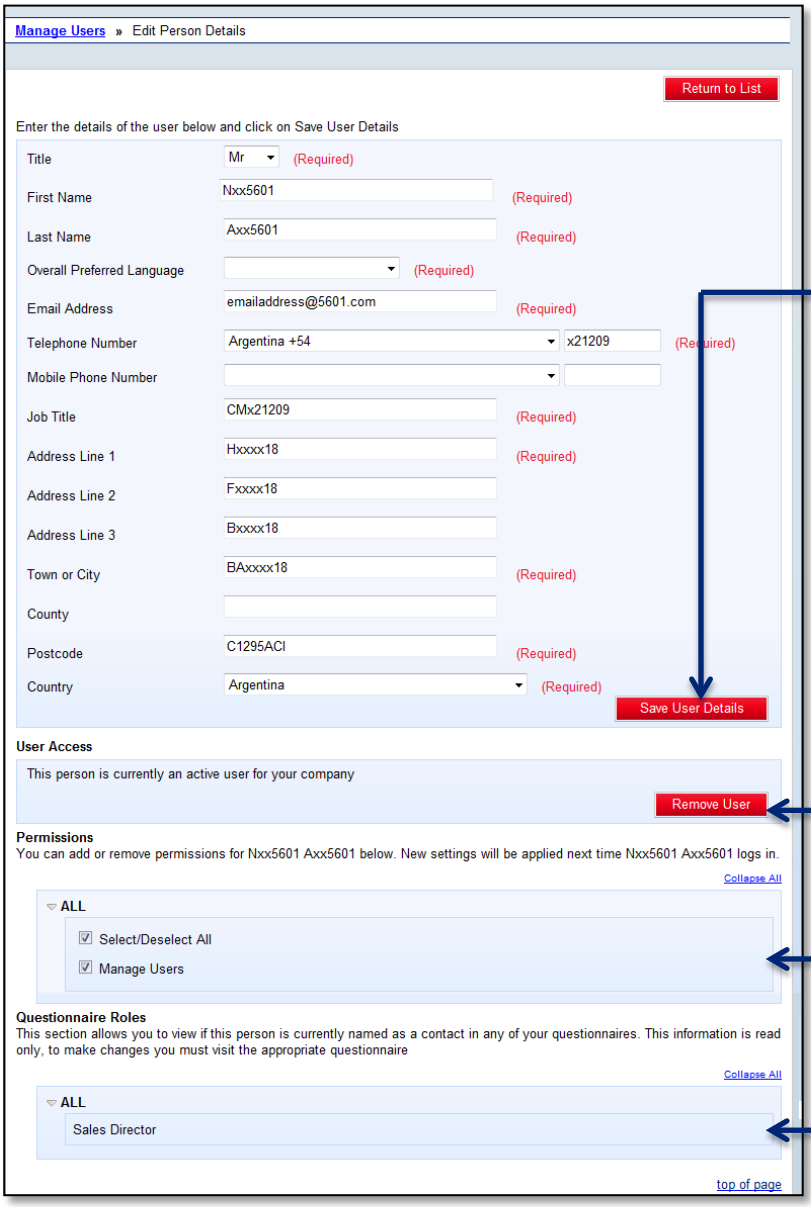


Figure 18: Manage Users - Main



From the main Manage Users page, click on the name of the user you wish to make changes to.

Update the users contact information and click on the **Save User Details** button.

Remove the user's login access by clicking on the **Remove User** button

You can then make the person a user again in the future as the button alternates between Remove User/Make User

Amend the permissions for that user within the community/communities. Any changes will be automatically saved.

View Questionnaire Roles for the user (for buyers who are also suppliers).

Figure 19: Amend Existing User

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INFORMATION CENTRE

On the Home Page screen there is an area called Information Centre which holds useful documents such as help guides and notifications from Achilles. These documents are organised into categories and as a company administrator you have the ability to choose which categories are visible to your users.

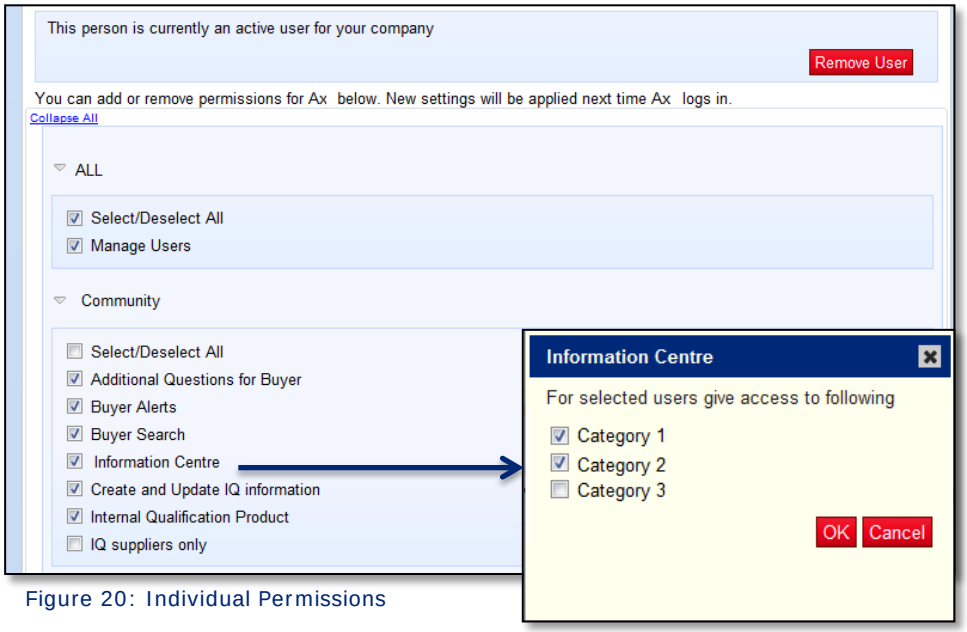

Figure 20: Individual Permissions

To set access rights to each user individually, click the name of one user and scroll down to their permissions. Click on the Information Centre check box and you will be able to select which categories the user has visibility of. This can be repeated if you have access to more than one community.

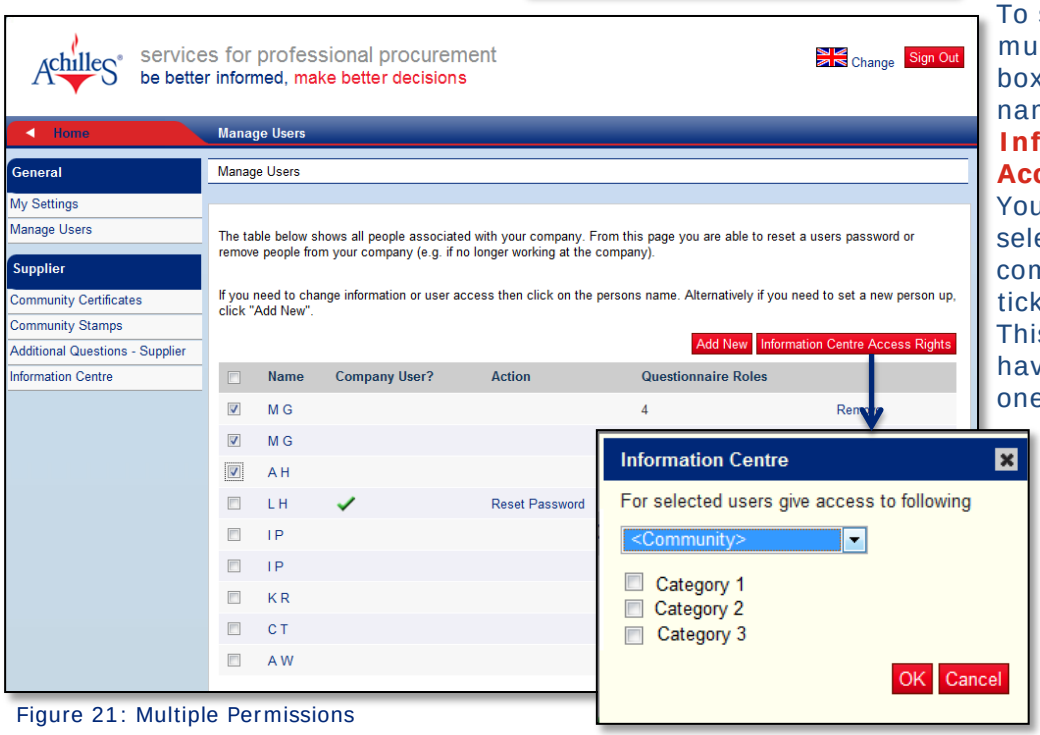
services for professional procurement
be better informed, make better decisions
Change
Sign Out
Home
Manage Users
General
My Settings
Manage Users
Supplier
Community Certificates
Community Stamps
Additional Questions - Supplier
Information Centre
Manage Users
The table below shows all people associated with your company. From this page you are able to reset a users password or remove people from your company (e.g. if no longer working at the company).
If you need to change information or user access then click on the persons name. Alternatively if you need to set a new person up, click "Add New".
Add New
Information Centre Access Rights
Name
Company User?
Action
Questionnaire Roles
Reset Password
Information Centre
For selected users give access to following
<Community>
Category 1
Category 2
Category 3
OK
Cancel

Figure 21: Multiple Permissions

To set access rights to multiple users, check the boxes next to the user names and click the **Information Centre Access Rights** button. You may firstly need to select the relevant community first before ticking each category. This can be repeated if you have access to more than one community.

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Search

Company Search

Permissions:
Community Buyer Search

Important:
For those buyers with TSMS, this section of the guide should be used in conjunction with the next section: **TSMS**

The first type of search that can be done is a company name or Achilles ID search. This search can begin by using either the Company Search on the Home page or the option in the left-hand side menu.

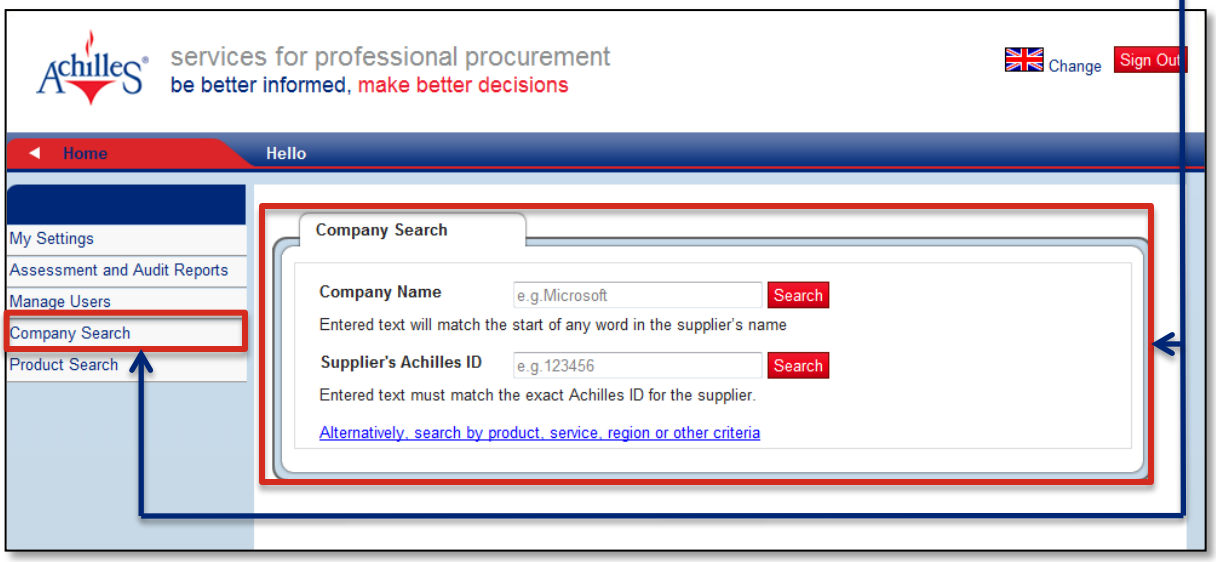

Figure 22: Company Search

Company Name

Enter all or part of the name of the company you are looking for and click on the **Search** button. The search button will not activate until some information has been entered.

Companies with a name that includes a word starting with the text you entered will be returned.

Tip:
For the Company Name search, the results returned will include all suppliers whose current company name includes the term you entered. It does **not** include suppliers with your text in their previous company name or other fields.

Supplier's Achilles ID

Enter the whole supplier ID you are looking for and click on the **Search** button. The search button will not activate until some information has been entered.

Only the company that matches the ID searched for will be returned – partial ID's will not return any results.

Tip:
A search can only be performed on the name or ID, not both. When clicking into one of the search fields, the other will be disabled.

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Company Search Results

Your Results

Companies whose name includes a word which started with your text or whose Achilles Supplier ID matches the number entered are displayed. Click on the supplier name to view their questionnaire. Note that some of the subscription or community names may be abbreviated. The columns of data available will change according to the organisation or community. Hovering over areas of the results may show additional information.

New Search

Search again by entering a new [partial] name or a whole Achilles Supplier ID and clicking on the **Search** button.

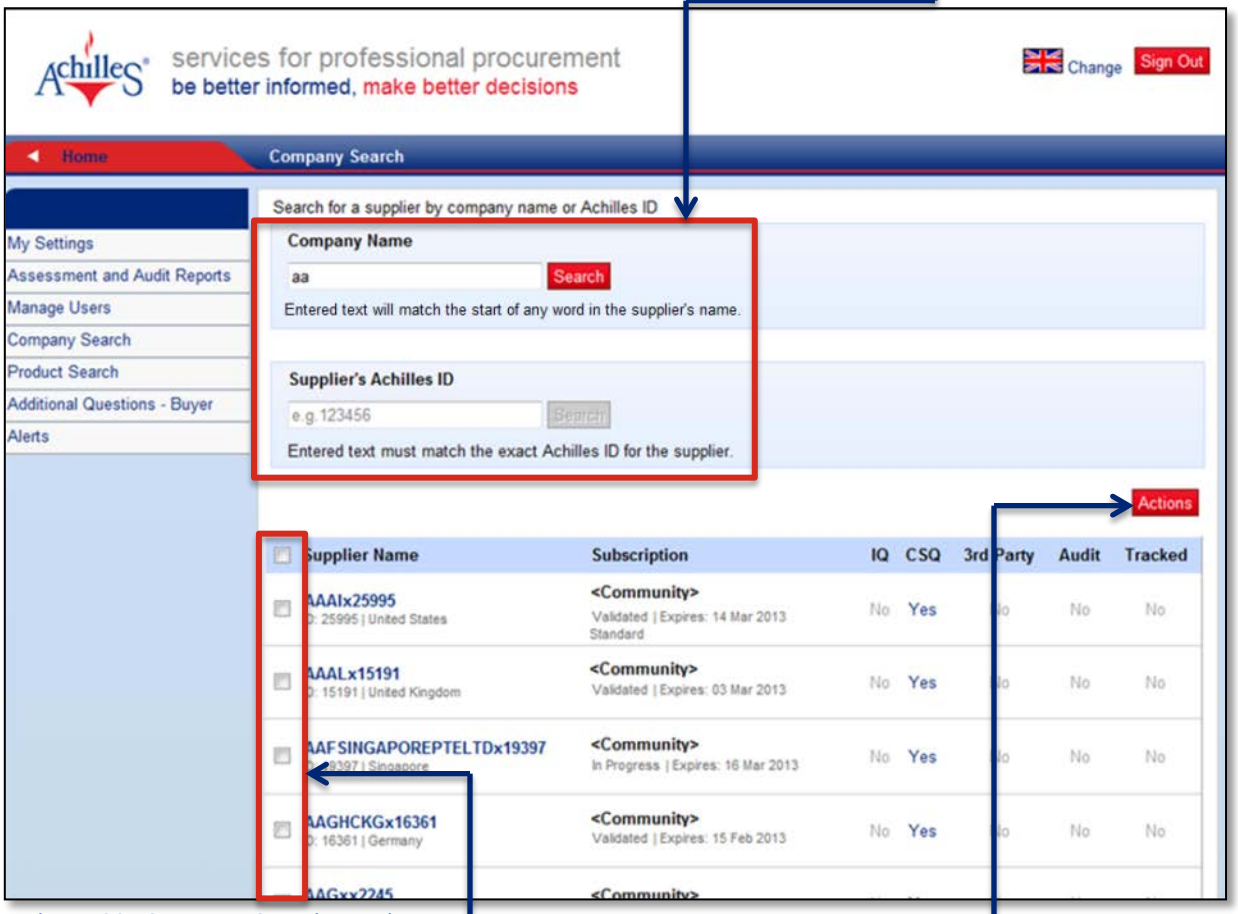

Figure 23: Company Search Results

Tip:
The Questionnaire status indicates if the supplier's information has been validated by Achilles. Until validated only basic information will be available.

Tick Suppliers

By ticking the box next to a suppliers name, or the box at the top (which selects all supplier's from the results), you have access to more reports in the Actions area.

Actions

Here you can access various reporting options and other actions (such as Track Changes or Ask Additional Questions if purchased)

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Product Search

Overview

Search Tabs

- Products and Services – users can add single or multiple product and service codes that are available in the community they are searching under
- Region of Supply – users can add single or multiple regions to their search criteria
- Other Criteria – there are a number of additional criteria in this tab to further filter results

Multiple Communities

If you are registered on more than one community (includes SMS and TSMS), you will be able to select which communities to include in your search from the top of the page. One will be selected by default. Depending on your selection, some areas of the search may be restricted.

Tip:

Two SMS from different sectors =Products & Services disabled as these are not common across sectors.

SMS and TSMS = Region of Supply disabled this question is not asked in TSMS

SMS/TSMS combination = some Other Criteria filters will be unavailable if they do not apply across the SMS and TSMS selected

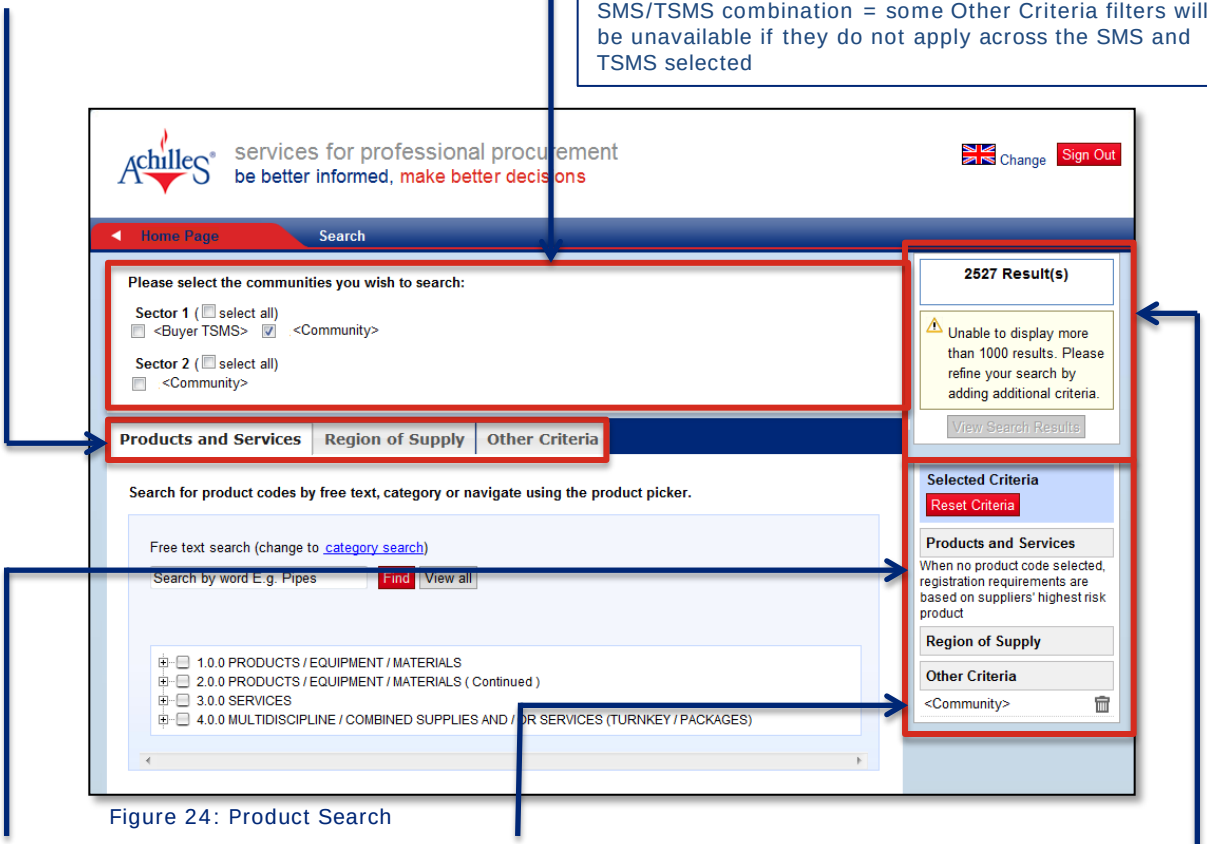
services for professional procurement
be better informed, make better decisions
Change
Sign Out
Home Page
Search
Please select the communities you wish to search:
Sector 1 (select all)
<Buyer TSMS>
<Community>
Sector 2 (select all)
<Community>
Products and Services
Region of Supply
Other Criteria
Search for product codes by free text, category or navigate using the product picker.
Free text search (change to category search)
Search by word E.g. Pipes
Find
View all
1.0.0 PRODUCTS / EQUIPMENT / MATERIALS
2.0.0 PRODUCTS / EQUIPMENT / MATERIALS (Continued)
3.0.0 SERVICES
4.0.0 MULTIDISCIPLINE / COMBINED SUPPLIES AND / OR SERVICES (TURNKEY / PACKAGES)
2527 Result(s)
Unable to display more than 1000 results. Please refine your search by adding additional criteria.
View Search Results
Selected Criteria
Reset Criteria
Products and Services
When no product code selected, registration requirements are based on suppliers' highest risk product
Region of Supply
Other Criteria
<Community>

Figure 24: Product Search

Reset Criteria

Clicking on this button will revert your search back to the default settings (before any additional criteria was added).

Selected Criteria

Communities for which you have visibility of will be listed here before any other criteria are selected. As you add criteria, these will be added to this area. Clicking on the symbol will delete this criteria from your search

Results Counter

This will show all suppliers in the community before any criteria are selected. As you add or remove criteria, the counter will update with the number of suppliers found. Once the results are below 1000 you will be able to click on the **View Search Results** button to view the suppliers included in the results.

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Find the Right Code

- Either enter text in the free text search box and click on the **Find** button
- Or browse through the three levels of codes by clicking on the + sign next to headers to show the codes under that heading. Depending on the community, you will be able to select codes at level two, level three or level three plus activity/keyword
- Or for some communities you may also have the option to search by category.

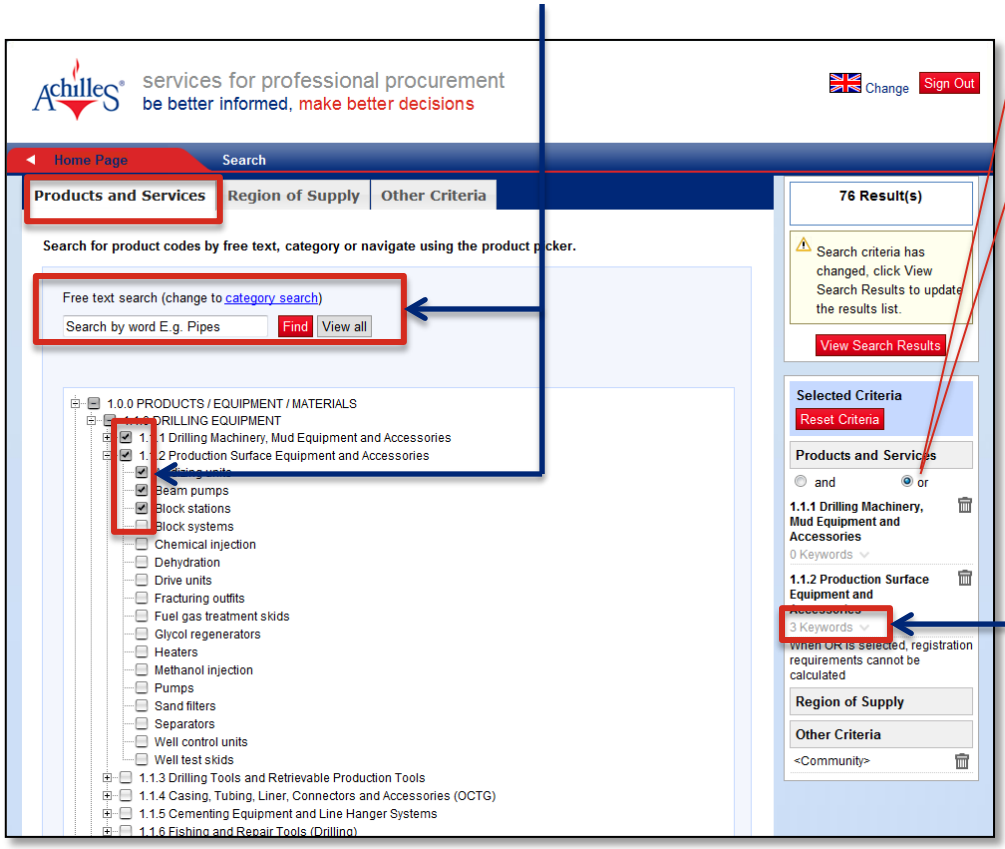
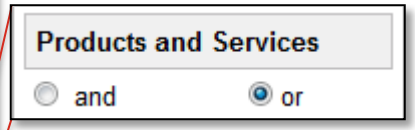


Figure 25: Products and Services



When you select the 'And' criteria, you will be shown suppliers who can provide **all** the product codes you have selected.

When you select the 'Or' criteria, you will be shown suppliers who can provide **any** of product codes you have selected.

Keywords / Activities

Any keywords or activities that are selected (4th product code level) will be shown in a drop-down list under the level three product code

Category Search

If available in your community, you may be able to perform a category search. The categories (which relate to customer specific codes) are mapped to the Achilles product codes so a category search works in a similar way to the free text search.

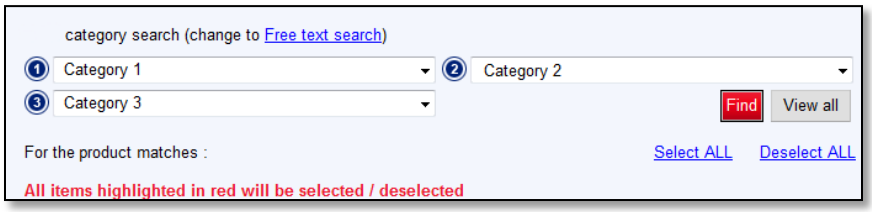


Figure 26: Category Search

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Product Search

Region of Supply

Find the Right Location

- Enter text in the free text search box and click on the **Find** button
- Or browse by clicking on the + sign next to headers to show the locations under that heading. You can select locations from a continent down to in some regions state or county level. Note that by selecting a higher level, all lower level regions will be selected as well.
- Or in some cases you may have Region Shortcuts located above the free text search box, which allow you to select a number of regions at one time. Note that the shortcuts will be collapsed by default.

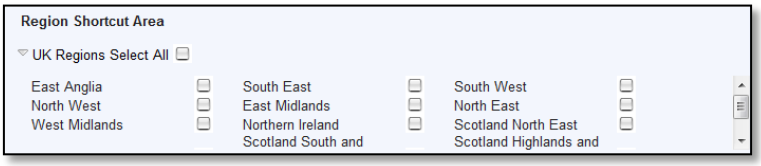


Figure 27: Example of Region Shortcuts when expanded

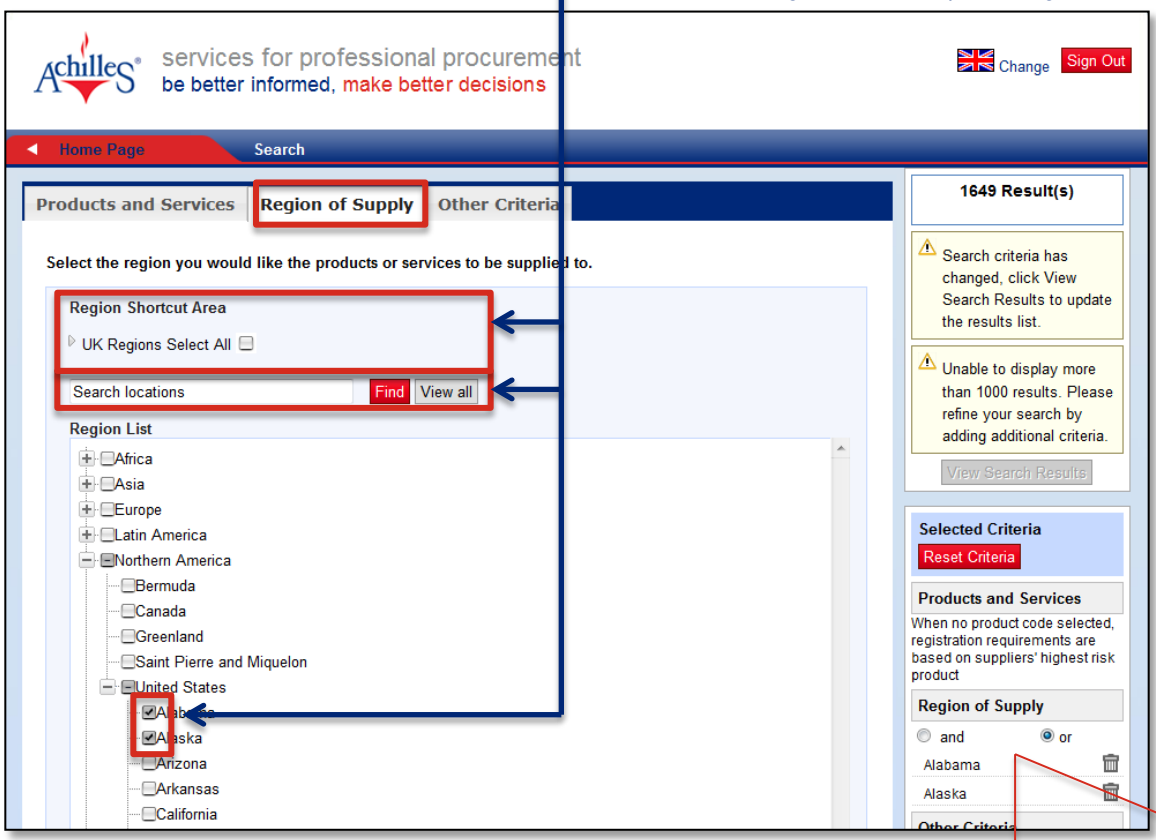
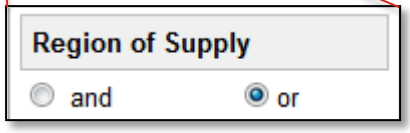


Figure 28: Region of Supply

Tip:
The locations are where the supplier can provide each product / service, not where they are located.



When you select the 'And' criteria, you will be shown suppliers who can provide products/services to **all** the regions you have selected.

When you select the 'Or' criteria, you will be shown suppliers who can provide products/services to **any** of the regions you have selected.

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Product Search

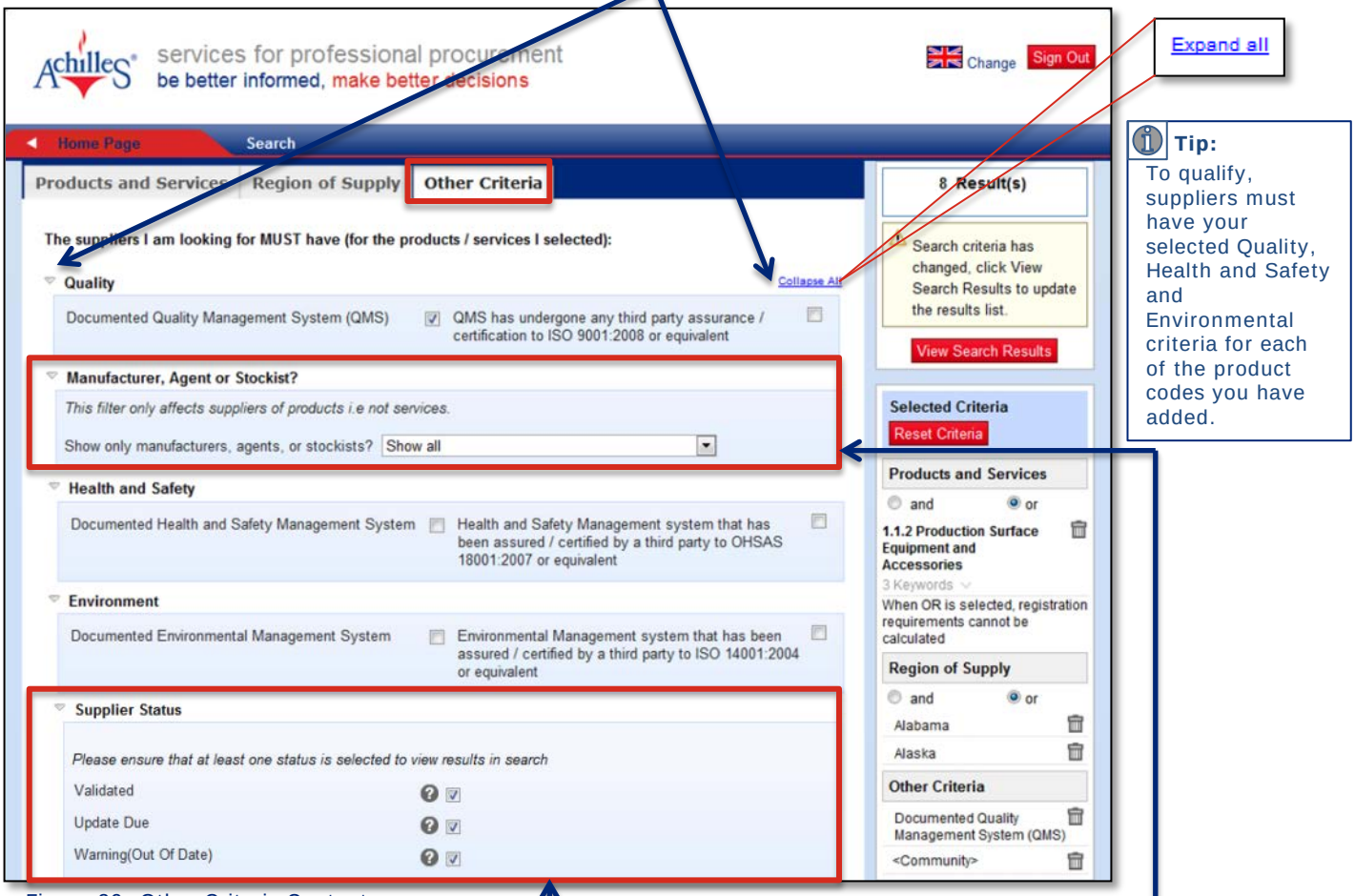
Other Criteria

Other Criteria

There will be different criteria listed depending on your community and company access. We have explained a few below

Expand All, Collapse All, Expand One, Collapse One

The option at the top will enable you to expand or collapse all, whilst the arrows for each filter can be clicked to expand or collapse each criteria.


services for professional procurement
be better informed, make better decisions
Change
Sign Out
Home Page
Search
Products and Services
Region of Supply
Other Criteria
The suppliers I am looking for MUST have (for the products / services I selected):
Collapse All
Quality
Documented Quality Management System (QMS)
QMS has undergone any third party assurance / certification to ISO 9001:2008 or equivalent
Manufacturer, Agent or Stockist?
This filter only affects suppliers of products i.e not services.
Show only manufacturers, agents, or stockists?
Show all
Health and Safety
Documented Health and Safety Management System
Health and Safety Management system that has been assured / certified by a third party to OHSAS 18001:2007 or equivalent
Environment
Documented Environmental Management System
Environmental Management system that has been assured / certified by a third party to ISO 14001:2004 or equivalent
Supplier Status
Please ensure that at least one status is selected to view results in search
Validated
Update Due
Warning(Out Of Date)
8 Result(s)
Search criteria has changed, click View Search Results to update the results list.
View Search Results
Selected Criteria
Reset Criteria
Products and Services
and
or
1.1.2 Production Surface Equipment and Accessories
3 Keywords
When OR is selected, registration requirements cannot be calculated
Region of Supply
and
or
Alabama
Alaska
Other Criteria
Documented Quality Management System (QMS)
<Community>
Expand all

Tip:
To qualify, suppliers must have your selected Quality, Health and Safety and Environmental criteria for each of the product codes you have added.

Figure 29: Other Criteria Content

Supplier Status

Examples of Other Criteria:

The following statuses may be defaulted to included or excluded depending on your community:

- Validated – Questionnaire Published and subscription in date
- Update Due – Subscription passed renewal date by up to 30 days
- Warning (Out of Date) – Subscription paid but questionnaire not yet updated

Manufacturer, Agent or Stockist

If this filter is enabled, you will be able to select which option you want in the drop down menu. The filter will only affect suppliers who provide Physical Goods.

If you have selected some criteria that is not available with this filter, you will not have the option with the drop down menu and you can only 'show all'

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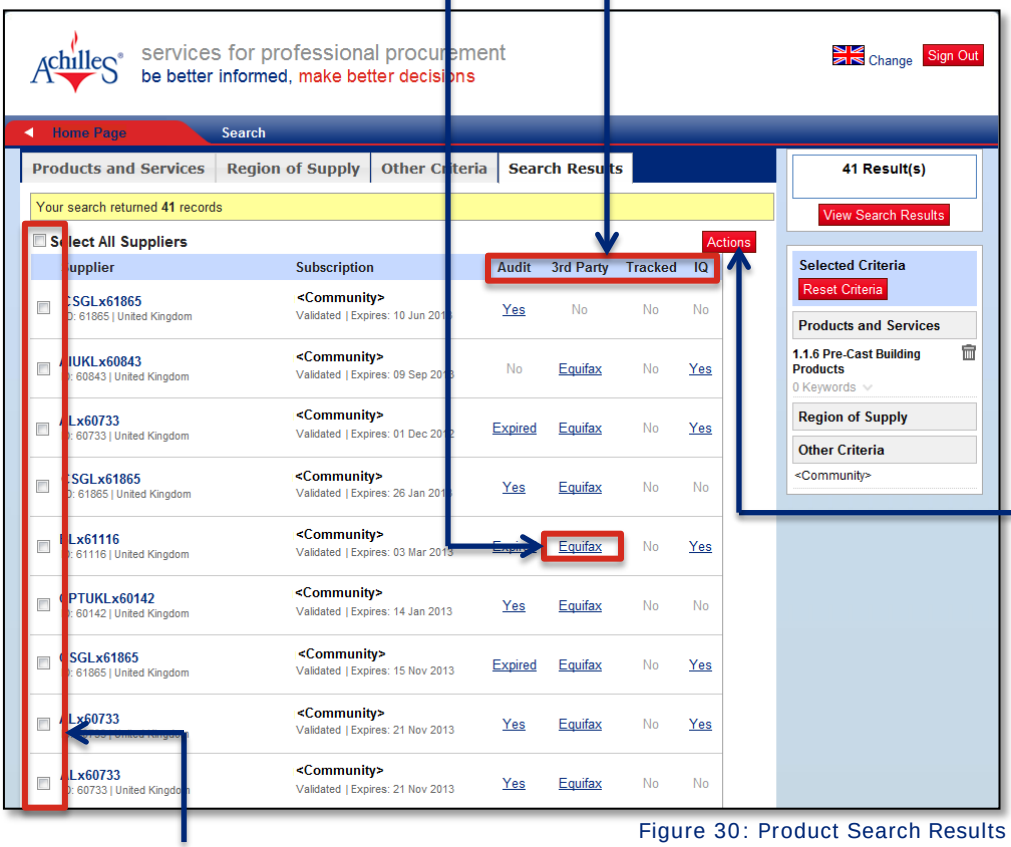
Product Search Results

Your Results

Click on the **View Search Results** button to see companies that match your search criteria. The results will be listed in alphabetical order by company name and each page will display 10 results. Click on the supplier name to view their questionnaire. Note that some of the subscription or community names may be abbreviated.

Hovering over areas of the results may show additional information.

The columns of information available will change according to the organisation or community.



Refine Search

You can remove search criteria by clicking on the relevant on the right hand-side. Click on one of the three tabs across the top to add further search criteria.

Actions

Here you can access various reporting options and other actions (such as Track Changes or Ask Additional Questions if purchased)

Figure 30: Product Search Results

Tick Suppliers

By ticking the box next to a suppliers name, or the box at the top (which selects all supplier's from the results), you can access more reports in the Actions area.

Tip:
The results will only display suppliers with validated questionnaires.

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Search Actions & Reports

There are a number of reports and actions available:

Reports on all Suppliers:
Supplier List - creates a PDF containing the details of your search and the suppliers returned, which can be used as an audit trail.

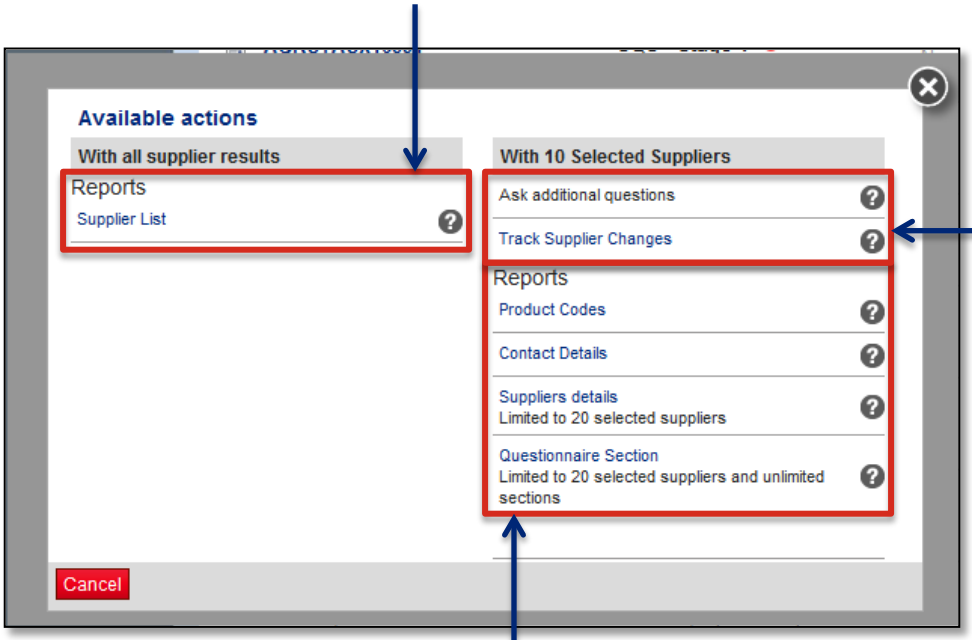

Figure 31: Search Reports

Other Actions:
If purchased, you may be able to
Ask Additional Questions – create an AQ Event for selected suppliers

Track Supplier Changes – create alerts on changes to selected supplier information.

Reports on Selected Suppliers:
Contact Details - exports contact details for all suppliers in your search into a spreadsheet, which can be used for mail merges.

Products Codes - exports details into a spreadsheet of all the suppliers in your search along with information on the products / services they provide.

Suppliers details – for up to 20 suppliers, this PDF report will display the answers from all sections of the selected supplier's questionnaires.

Questionnaire Section – for up to 20 suppliers, you can select multiple sections of the questionnaire to view answers for in a PDF report.

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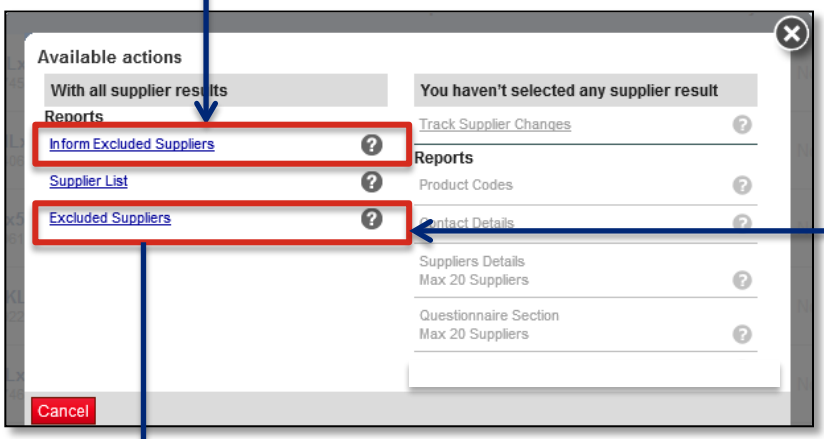
Search Actions & Reports

EXCLUDED SUPPLIERS

If enabled, this feature will allow you to inform suppliers that have been excluded from your search results after applying certain criteria.

Long List = suppliers included in your search results once Products & Services (and if applicable Region of Supply) have been selected
Short List = suppliers included in your search results when Other Criteria have also been applied
Excluded Suppliers = Long List – Short List



Inform Excluded Suppliers

This action will inform those suppliers that have been excluded from your search by email

Excluded Suppliers

This action will export the excluded suppliers into an excel spreadsheet that details which of your selected criteria they were excluded for.

		Px79346																		
		Fx79346																		
Time/Date:	15 May 2013 09:54:07																			
Product Codes (OR):	Cranes (Mobile) & Mechanical Handling Plant/Equipment																			
Other Criteria:	QMS has undergone any third party assurance / certification to ISO 9001:2008 or equivalent, Validated, Upda																			
Suppliers Included:	0																			
Suppliers Excluded:	21																			
Included?	Company Name	Title	First Name	Last Name	Job Title	Telephone Country Code	Telephone Number	Email	Address Lines1	Address Lines2	Address Lines3	Town or City	County,State or Province	Postcode or Zipcode	Country	Community	Achilles ID	Cranes (Mobile) & Mechanical Handling Plant/Equipment		
False	SMx55510	Mr	Mx96184	Dx96184	Px88646	44	x88646	emailaddress@96184.com	TAx55510	SWx55510	N	Kx55510	CDx55510	BT23 6QH	United Kingdom	UVDB	55510	Y		
False	BUCKLEYS MOBILECRANESERVICEx55801	Mr	Sx96952	Bx96952	Px89423	44	x89423	emailaddress@969522.com	BNMx55801	Fx55801	GCx55801	CBx55801	Cx55801	LL28 5TF	United Kingdom	UVDB	55801	Y		
False	TPSLx56735	Mr	Cx99598	Hx99598	EMx92106	44	x92106	emailaddress@995988.com	FLIEx56735	FLx56735	N	Ax56735	WSx56735	BN18 0DF	United Kingdom	UVDB	56735	Y		
False	LLx57465	Mr	K	S	MDx94162	44	x94162	emailaddress@101639.com	UJRx57465	FBPx57465	FIEx57465	Wx57465	Dx57465	BH21 7SE	United Kingdom	UVDB	57465	Y		
False	ABLx57748	Mr	K	K	A	44	N	emailaddress@133744.com	WDx57748	Cx57748	x57748	Gx57748	x57748	G72 7NA	United Kingdom	UVDB	57748	Y		
False	THWLx58328	Mr	K	S	HSMx96703	44	x96703	emailaddress@104130.com	NRx58328	N	N	Dx58328	N	SN10 3EA	United Kingdom	UVDB	58328	Y		

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Supplier Questionnaire

From the search results, you can click on a supplier name to view their questionnaire. You will be able to see full company information on each supplier. Initially a summary is shown containing the supplier information such as subscriptions, questionnaire status and contact information.

You can click on the menu on the left hand side to see further information.

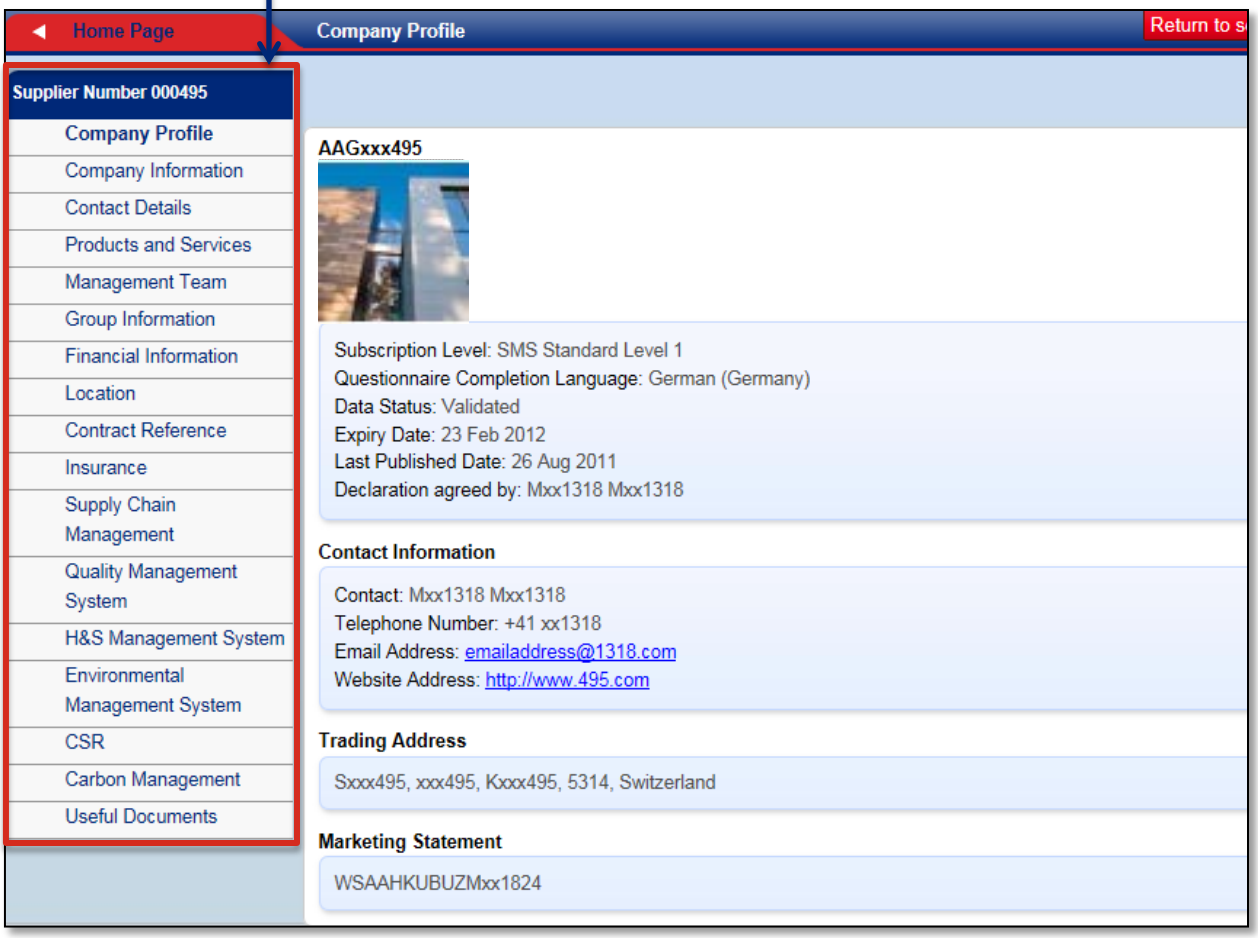

Figure 32: Supplier Questionnaire

Tip:
If the questionnaire has not yet been validated, only basic information will be available.

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CSQs

If you have a TSMS, suppliers who have answered your Customer Specific Questions will have completed this section

Assessment & Audit Reports

Select Current or Expired Audits from the supplier to view further information on the Audit results.

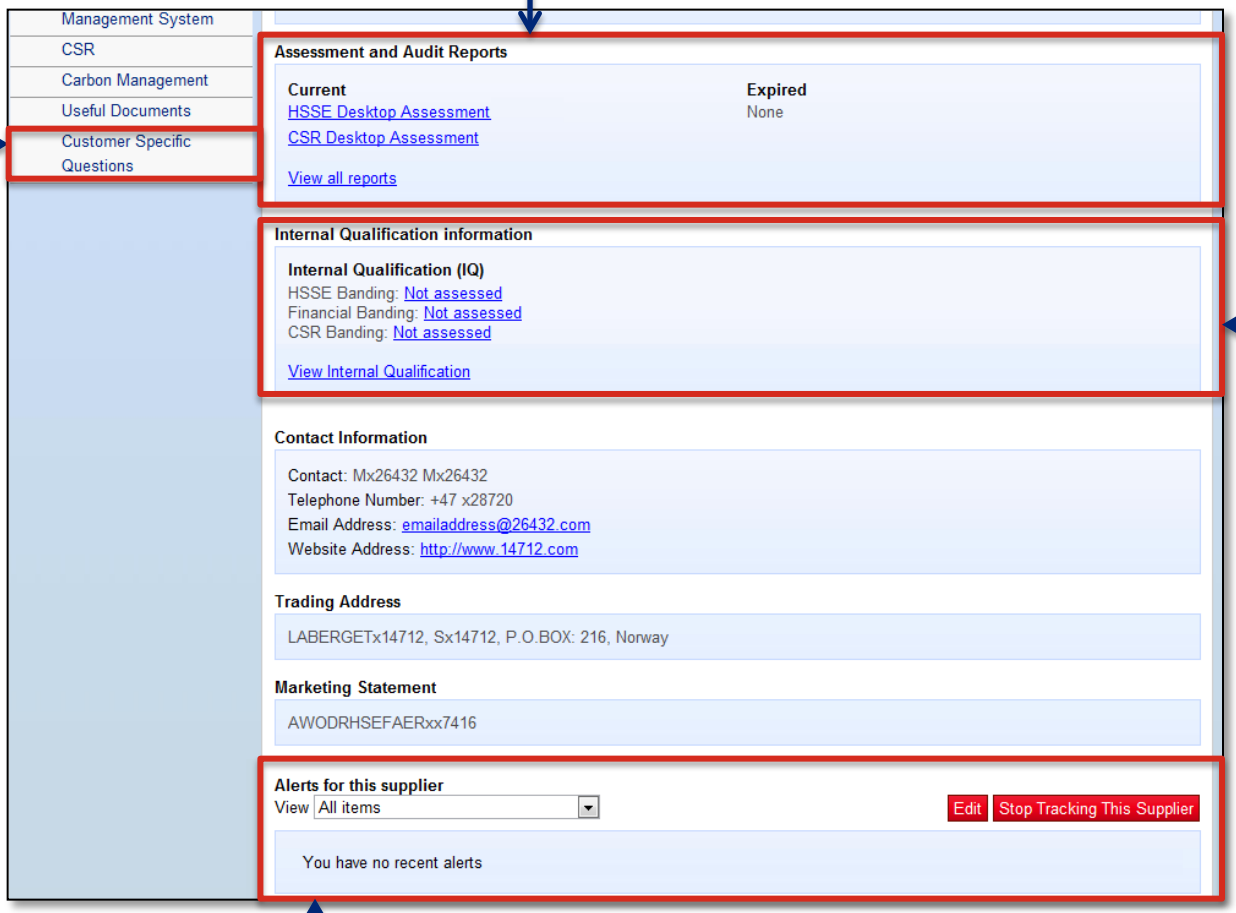

Figure 33: Optional Modules

Track Changes

Alerts that you have received for this supplier will be displayed here. You can also edit the tracking options and stop tracking the supplier.

Internal Qualification

The information here will display a summary of the results for the suppliers Internal Qualification information.

Internally Qualify a Supplier

As a buyer you can then go onto qualifying the supplier if you have the correct level of access. By clicking this button, or clicking Internal Qualification in the left hand pane.

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Supplier Questionnaire

Expiry Alerts

Within the questionnaire, there are areas that hold time bound information, i.e. information that has an expiry date. If any information held for a supplier is either close to, or has passed one of these dates, an Expiry Alert icon will appear in the questionnaire and the supplier will be notified. As a Buyer, you also have visibility of these icons when viewing a supplier profile

Alerts will be set against date driven fields at both -14 days from expiry date and 0 days (on expiry date)

- Alert email sent to supplier indicating that a date driven field is due to expire soon or has now expired.
- Expiring Soon (Orange) icon appears next to relevant section header in the supplier questionnaire.
- Expired (Red) icon replaces the orange icon once the date driven field has expired.
- Icons will also appear in grid views if relevant, and will appear next to the question/answer field which needs updating.
- Message appears in top right hand side of screen on relevant page of questionnaire indicating that an update is required. Message will differ depending on whether data is in edit or published state.

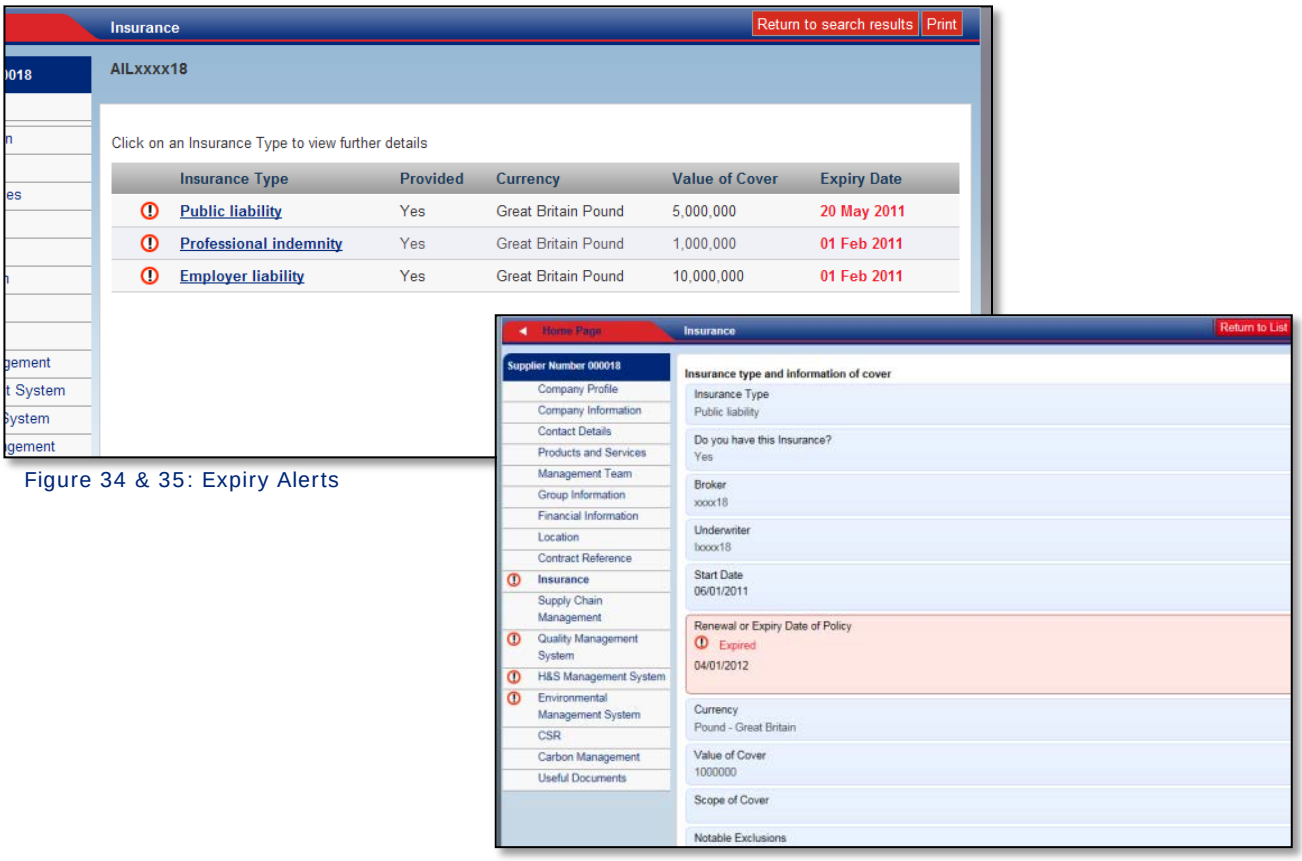

Figure 34 & 35: Expiry Alerts

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Within the supplier's questionnaire, there may be areas that have been populated using data 3rd party companies. These 3rd party feeds include, where available: financial figures, financial scores and health & safety statistics which are then fed into the questionnaires.

When viewing the questionnaire, any field that has been populated with 3rd party data will have a note that confirms the origin of the data, such as the example below

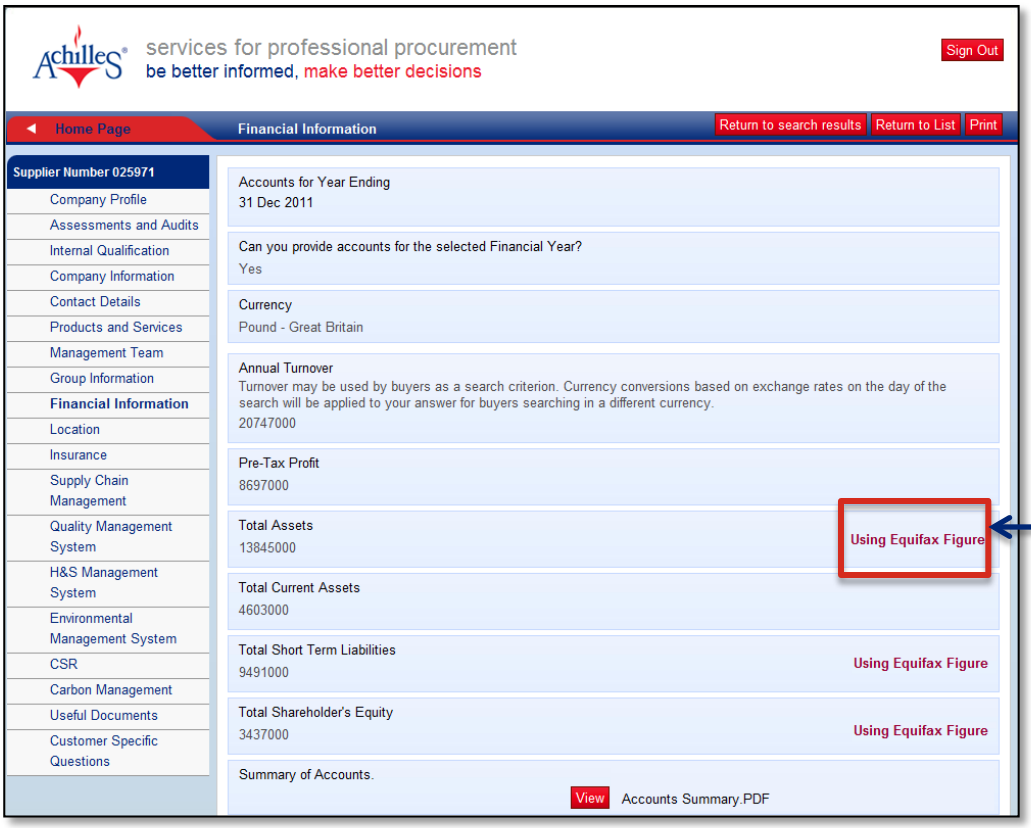

Figure 36: Example of 3rd Party Feeds for Financial Information

If there is no note against these areas, the data has been provided by the supplier directly.

By having these feeds in place, the data can be more reliable as it is independently verified.

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TSMS

Introduction to TSMS

- Total Supplier Management Solutions are frequently used by procurement organisations to act as a first stage in their supplier management process, identifying which suppliers are recommended to progress to the full-scale pre-qualification process found in the community Supplier Management Solution (SMS).
- A supplier risk assessment is conducted based on basic supplier information collected online. Suppliers are banded into low/medium/high risk categories. Achilles manages the supplier on-boarding process to provide visibility of your suppliers as quickly as possible.
- This user guide provides information on how to search across your TSMS information.

Permissions:
TSMS Buyer Search

Important:
For those buyers with TSMS, this section of the guide should be used in conjunction with the previous section: **Search**

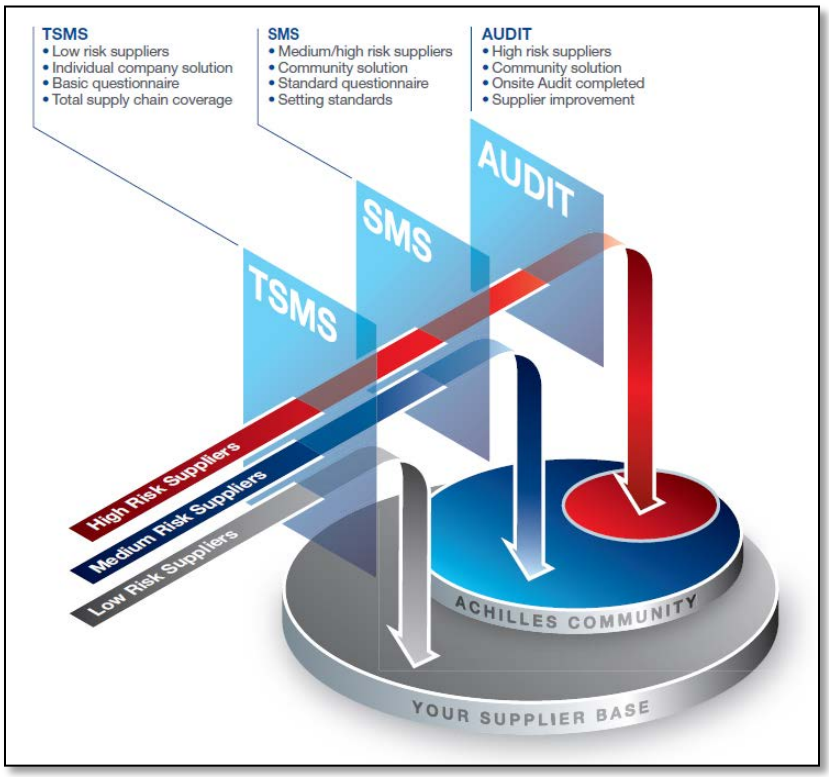

Figure 37: Risk Model with TSMS

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TSMS Product Search

Overview

Search Tabs

- Products and Services – users can add single or multiple product and service codes that are available in the community they are searching under
- Region of Supply – users can add single or multiple regions to their search criteria
- Other Criteria – there are a number of additional criteria in this tab to further filter results

Multiple Communities

If you are registered on more than one community (SMS or TSMS), you will be able to select which communities to include in your search from the top of the page. One community will be selected by default. Depending on your selection, some areas of the search may be restricted.

Tip:

Two SMS from different sectors =Products & Services disabled as these are not common across sectors.

SMS and TSMS = Region of Supply disabled this question is not asked in TSMS

SMS/TSMS combination = some Other Criteria filters will be unavailable if they do not apply across the SMS and TSMS selected

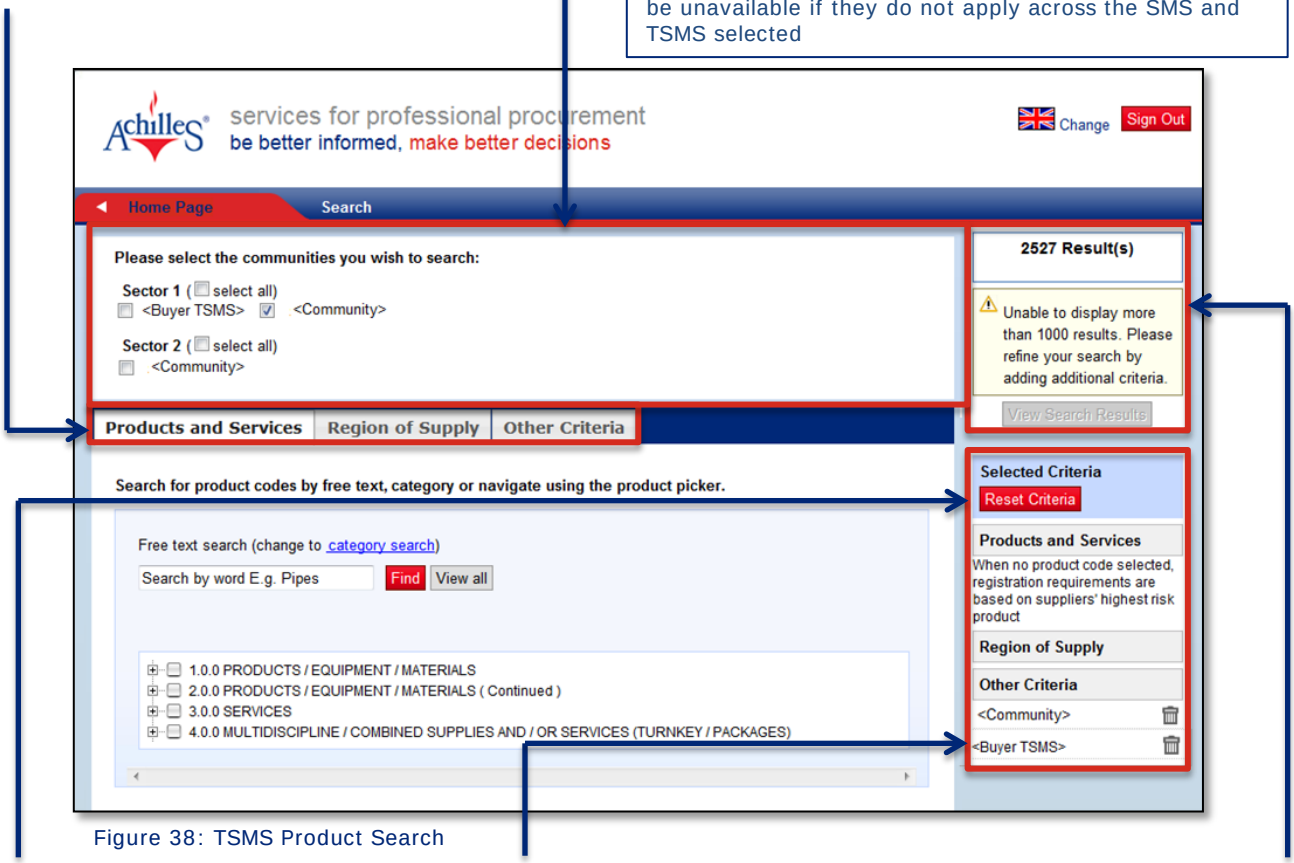
services for professional procurement
be better informed, make better decisions
Change
Sign Out
Home Page
Search
Please select the communities you wish to search:
Sector 1 (select all)
<Buyer TSMS>
<Community>
Sector 2 (select all)
<Community>
2527 Result(s)
Unable to display more than 1000 results. Please refine your search by adding additional criteria.
View Search Results
Products and Services
Region of Supply
Other Criteria
Search for product codes by free text, category or navigate using the product picker.
Free text search (change to category search)
Search by word E.g. Pipes
Find
View all
1.0.0 PRODUCTS / EQUIPMENT / MATERIALS
2.0.0 PRODUCTS / EQUIPMENT / MATERIALS (Continued)
3.0.0 SERVICES
4.0.0 MULTIDISCIPLINE / COMBINED SUPPLIES AND / OR SERVICES (TURNKEY / PACKAGES)
Selected Criteria
Reset Criteria
Products and Services
When no product code selected, registration requirements are based on suppliers' highest risk product
Region of Supply
Other Criteria
<Community>
<Buyer TSMS>

Figure 38: TSMS Product Search

Reset Criteria

Clicking on this button will revert your search back to the default settings (before any additional criteria was added).

Selected Criteria

Communities for which you have visibility of (including your TSMS) will be listed here before any other criteria are selected. As you add criteria, these will be added to this area. Clicking on the symbol will delete this criteria from your search

Results Counter

This will show all suppliers in the community before any criteria are selected. As you add or remove criteria, the counter will update with the number of suppliers found. Once the results are below 1000 you will be able to click on the **View Search Results** button to view the suppliers included in the results.

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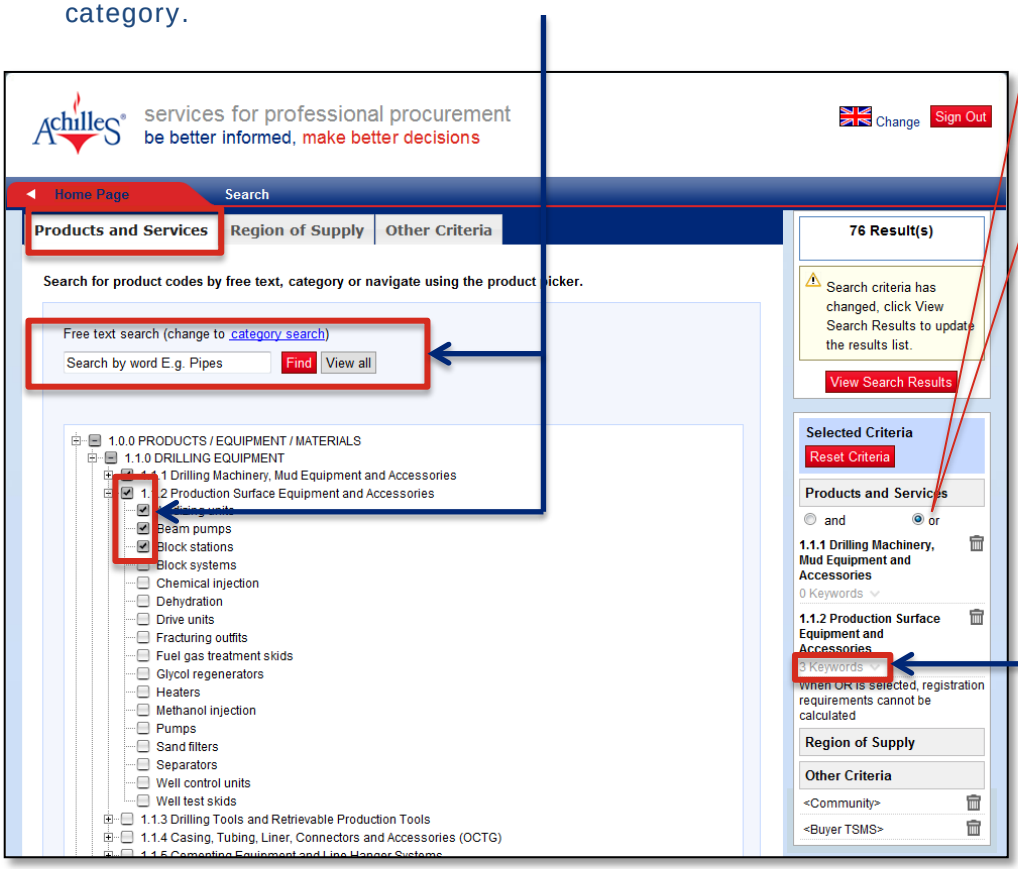
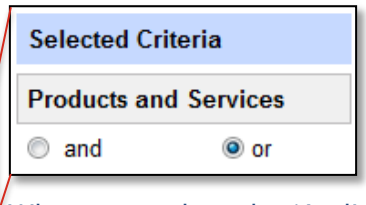
Find the Right Code

- Either enter text in the free text search box and click on the **Find** button
- Or browse by clicking on the + sign next to headers to show the codes under that heading. You can only select codes at the final level so keep clicking the + signs until the last level is reached
- Or for some communities, users also have the option to search by category.





When you select the 'And' criteria, you will be shown suppliers who can provide **all** the product codes you have selected.

When you select the 'Or' criteria, you will be shown suppliers who can provide **any** of product codes you have selected.

Figure 39: TSMS Product Search

Keywords / Activities

Any keywords or activities that are selected (4th product code level) will be shown in a drop-down list under the level three product code

Category Search

If available in your community, you may be able to perform a category search. The categories (which relate to customer specific codes) are mapped to the Achilles product codes so a category search works in a similar way to the free text search.

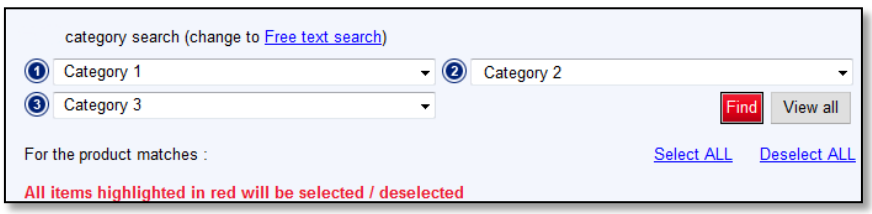


Figure 40: Category Search

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TSMS Product Search

Other Criteria

Other Criteria

Select the **Other Criteria** tab and from here you can filter TSMS suppliers.

Collapse All

This will allow you to see all the available 'other criteria'.

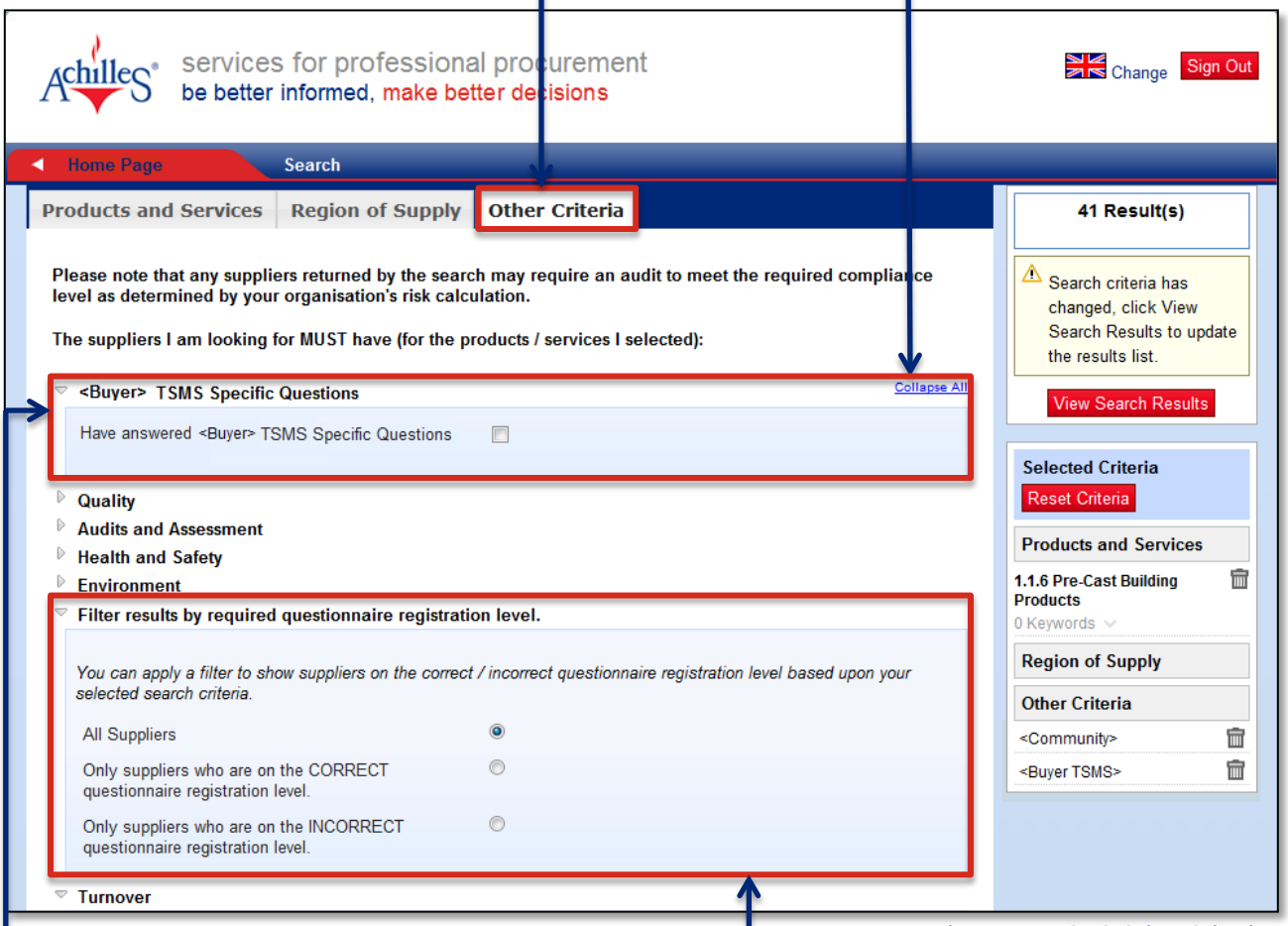
services for professional procurement
be better informed, make better decisions
Change
Sign Out
Home Page
Search
Products and Services
Region of Supply
Other Criteria
Please note that any suppliers returned by the search may require an audit to meet the required compliance level as determined by your organisation's risk calculation.
The suppliers I am looking for MUST have (for the products / services I selected):
<Buyer> TSMS Specific Questions
Collapse All
Have answered <Buyer> TSMS Specific Questions
Quality
Audits and Assessment
Health and Safety
Environment
Filter results by required questionnaire registration level.
You can apply a filter to show suppliers on the correct / incorrect questionnaire registration level based upon your selected search criteria.
All Suppliers
Only suppliers who are on the CORRECT questionnaire registration level.
Only suppliers who are on the INCORRECT questionnaire registration level.
Turnover
41 Result(s)
Search criteria has changed, click View Search Results to update the results list.
View Search Results
Selected Criteria
Reset Criteria
Products and Services
1.1.6 Pre-Cast Building Products
0 Keywords
Region of Supply
Other Criteria
<Community>
<Buyer TSMS>

Figure 41: TSMS Other Criteria

CSQs Answered

You can filter on suppliers who have answered your Customer Specific Questions (CSQs) in the SMS community questionnaire.

Compliant

You can decide whether you want to see suppliers by level of compliance by selecting an option under "Filter results by required registration level".

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TSMS Search Results

If you have used product codes, the results will include your product code risk model for those codes included in your search.

If you have not used product codes in the search, the results will be based upon the highest risk product code that supplier offers to the market, compared with their registration.

This message will vary depending on whether a product code was/was not included in the search and whether the “And” or “Or” filter is applied.

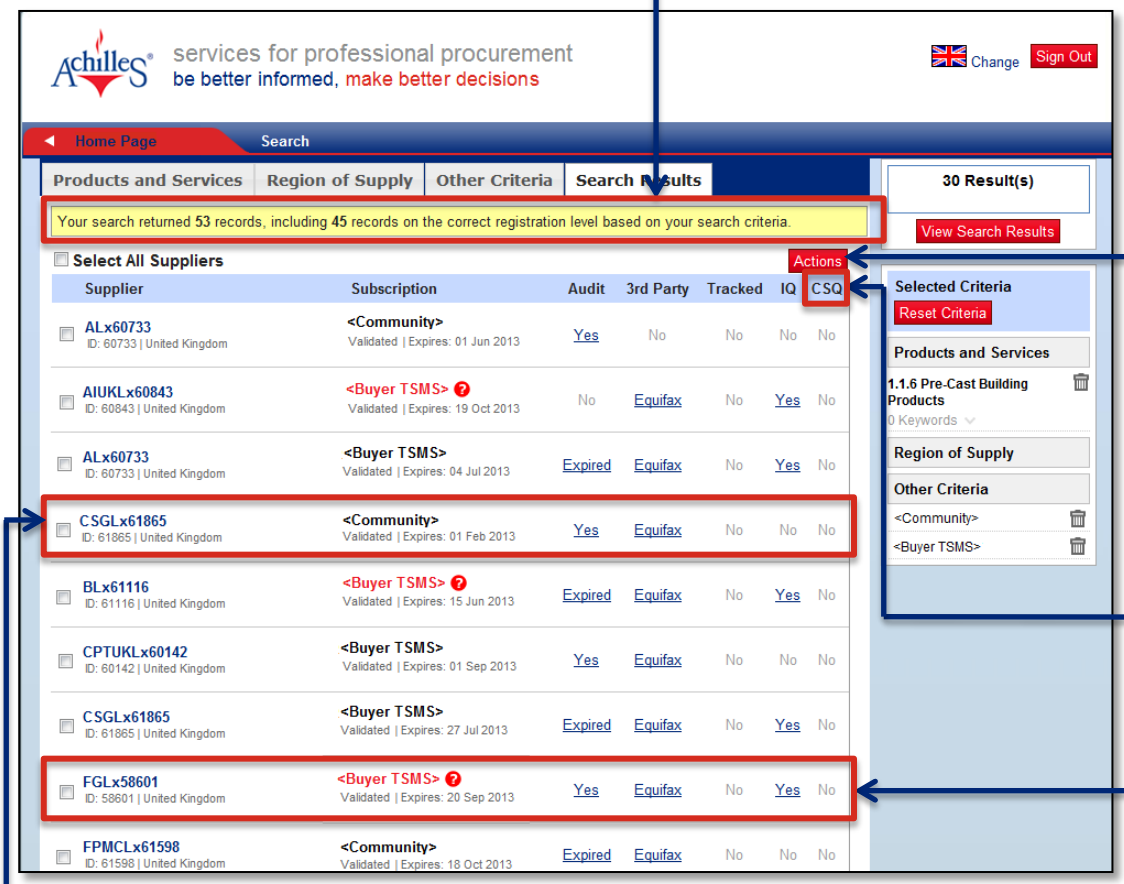

Figure 42: TSMS Search Results

Actions

Here you can access various reporting options and other actions (such as Track Changes or Ask Additional Questions if purchased). For some actions you will need to tick suppliers first.

CSQ

If supplier has Yes under this column, they have answered your Customer Specific Questions (CSQ) in the TSMS and SMS

Meets Your Registration Requirements

If a supplier has met your registration criteria for the search criteria, it will be presented in **Black**.

Does Not Meet Your Registration Requirements

If a supplier has not met your registration criteria for the search criteria, it will be presented in **Red**.

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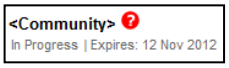
TSMS Search

DIFFERENT CRITERIA FOR TSMS SEARCH

There are different sets of criteria a buyer can choose when doing a search. There will be a subscription level displayed for each supplier:

BLACK for the correct level of registration

RED (with a)if the supplier should be on a higher registration level compared with that Buyers risk model



BLACK (with a) if the supplier is yet to complete the TSMS or SMS therefore the associated risk cannot be calculated. These suppliers are only visible in a company search – by name or Achilles ID.

If the buyer selects NO product codes, the supplier registration information will be based on the HIGHEST risk product code the SUPPLIER has chosen and will show the above status

If the buyer selects 'AND' the registration status will be based on the HIGHEST product code the BUYER has chosen.

If the Buyer selects 'OR' the system will not show a status for the suppliers registration level

SEARCH MESSAGES

When searching for suppliers, there are a number of messages you may see.

If you pick NO codes:

Your search returned <number> records, including <number> records on the correct registration level based on the record's highest risk product (that the supplier has picked)

If you select a product code or a number of product codes and select AND:

Your search returned <number> records, including <number> records on the correct registration level based on the record's highest risk product

If you search for more than 1 product code and select OR:

Your search returned <number> records.

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TSMS Compliance

As an alternative to the regular search results, some users may find that the results are displayed differently, with an additional column named Compliant. In addition to identifying suppliers that are required to progress to the full-scale pre-qualification process found in the community Supplier Management Solution (SMS), the results will also show whether a supplier has completed the Customer Specific Questions and met requirements in the correct level of audit.

Subscription - the supplier subscription will be highlighted if it does not meet the requirements

Audit – if the supplier has not passed the correct level of audit, hovering over the ⓘ will display the audit requirements

CSQ – if the supplier has not completed your specific questions, the column will display No ⓘ.

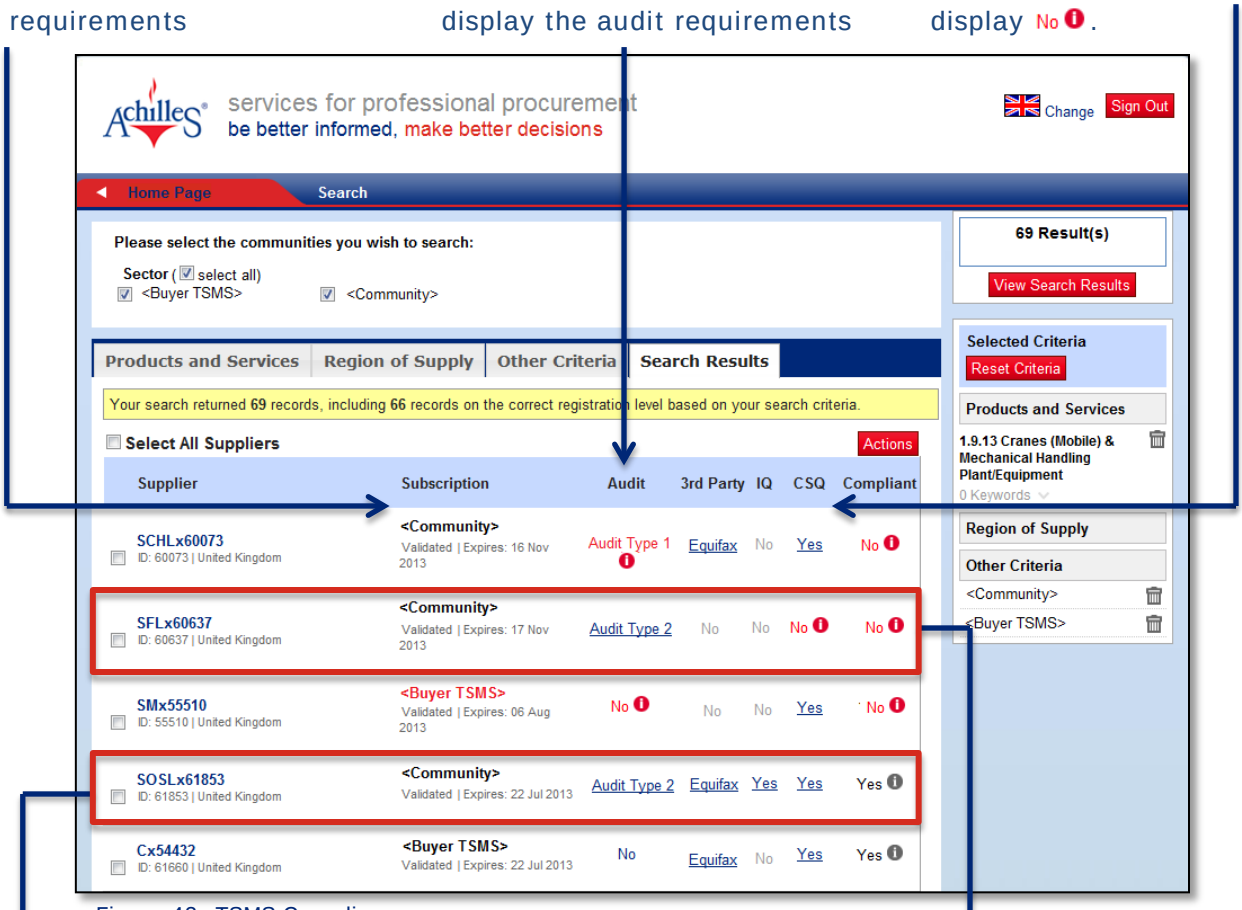

Figure 43: TSMS Compliance

Compliant – Yes ⓘ will be displayed if the supplier has met the requirements in subscription, audit or answering the CSQs.

Important:
Compliance can only be calculated on more than one product code if the "And" filter is selected.

Not Compliant – No ⓘ will be displayed if the supplier has not met the requirements in subscription, audit or answering the CSQs.

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TSMS Search Actions & Reports

There are a number of reports and actions available:

Reports on all Suppliers:

Supplier List - creates a PDF containing the details of your search and the suppliers returned.

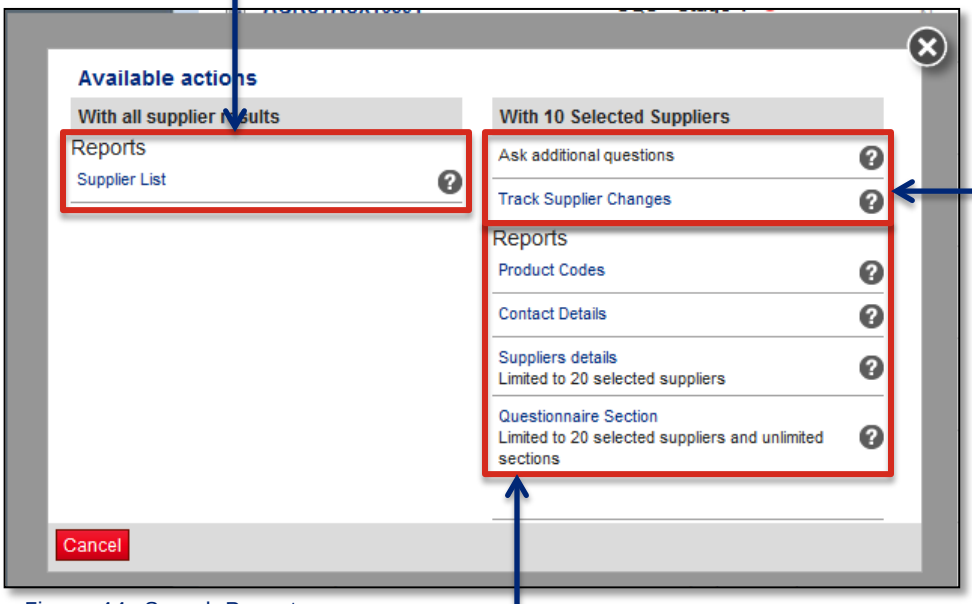

Figure 44: Search Reports

Other Actions:

If purchased, you may be able to **Ask Additional Questions** – create an AQ Event for selected suppliers

Track Supplier Changes – create alerts on changes to selected suppliers.

Reports on Selected Suppliers:

Contact Details - exports contact details for all suppliers in your search into a spreadsheet.

Products Codes - exports details into a spreadsheet of all the suppliers in your search along with information on the products / services they provide.

Suppliers details – for up to 20 suppliers, this PDF report will display the answers from all sections of the selected supplier's questionnaires.

Questionnaire Section – for up to 20 suppliers, you can select multiple sections of the questionnaire to view answers for in a PDF report.

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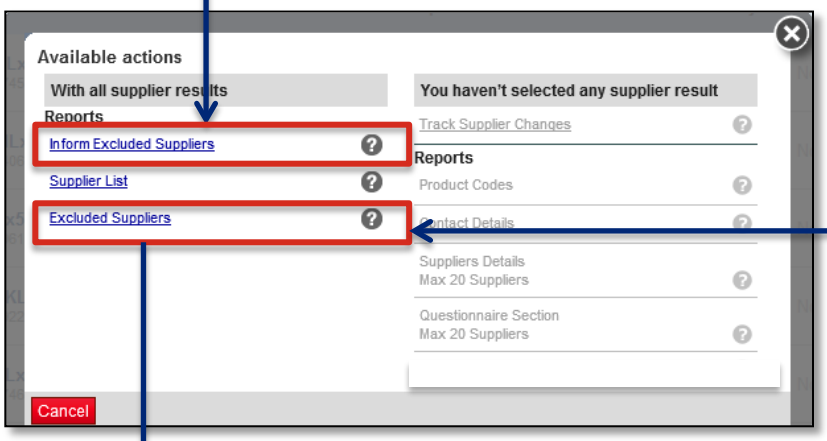
TSMS Search Actions & Reports

EXCLUDED SUPPLIERS

If enabled, this feature will allow you to inform suppliers that have been excluded from your search results after applying certain criteria.

Long List = suppliers included in your search results once Products & Services (and if applicable Region of Supply) have been selected
Short List = suppliers included in your search results when Other Criteria have also been applied
Excluded Suppliers = Long List – Short List

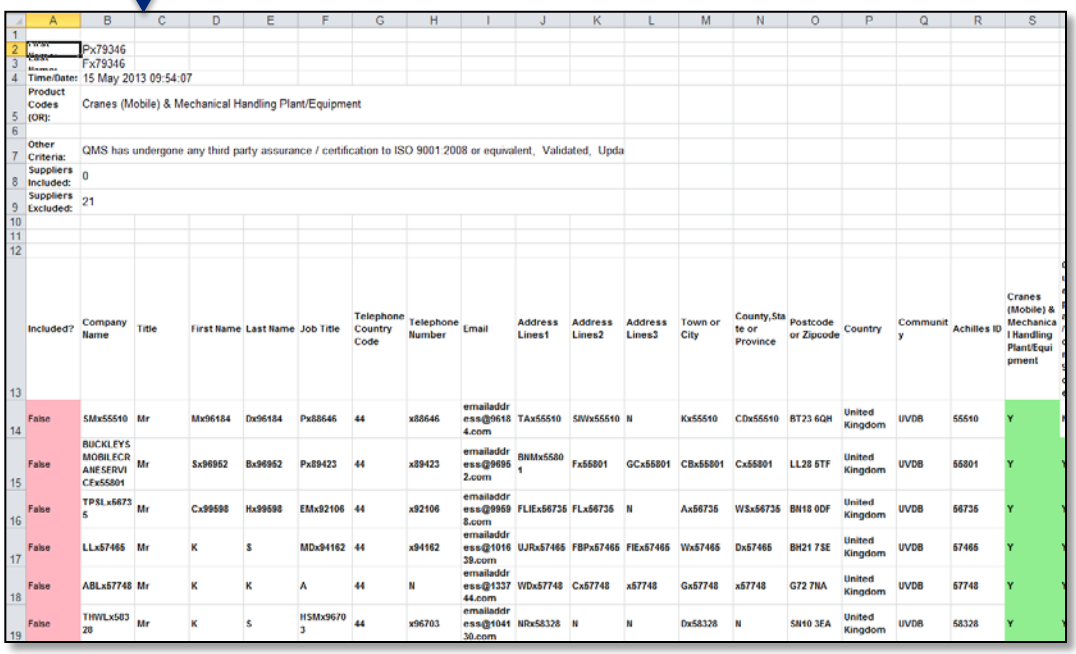


Inform Excluded Suppliers

This action will inform those suppliers that have been excluded from your search by email

Excluded Suppliers

This action will export the excluded suppliers into an excel spreadsheet that details which of your selected criteria they were excluded for.



		Px79346																		
		Fx79346																		
Time/Date:	15 May 2013 09:54:07																			
Product Codes (OR):	Cranes (Mobile) & Mechanical Handling Plant/Equipment																			
Other Criteria:	QMS has undergone any third party assurance / certification to ISO 9001:2008 or equivalent, Validated, Upda																			
Suppliers Included:	0																			
Suppliers Excluded:	21																			
Included?	Company Name	Title	First Name	Last Name	Job Title	Telephone Country Code	Telephone Number	Email	Address Lines1	Address Lines2	Address Lines3	Town or City	County,State or Province	Postcode or Zipcode	Country	Community	Achilles ID	Cranes (Mobile) & Mechanical Handling Plant/Equipment		
False	SMx55510	Mr	Mx96184	Dx96184	Px88646	44	x88646	emailaddress@96184.com	TAx55510	SWx55510	N	Kx55510	C0x55510	BT23 6QH	United Kingdom	UVDB	55510	Y		
False	BUCKLEYS MOBILECRANESERVICEx55801	Mr	Sx96952	Bx96952	Px89423	44	x89423	emailaddress@96952.com	BNMx55801	Fx55801	GCx55801	CBx55801	Cx55801	LL28 5TF	United Kingdom	UVDB	55801	Y		
False	TPSLx56735	Mr	Cx99598	Hx99598	EMx92106	44	x92106	emailaddress@99598.com	FLIEx56735	FLx56735	N	Ax56735	WSx56735	BN18 0DF	United Kingdom	UVDB	56735	Y		
False	LLx57465	Mr	K	S	MDx94162	44	x94162	emailaddress@101639.com	UJRx57465	FBPx57465	FIEx57465	Wx57465	Dx57465	BH21 7SE	United Kingdom	UVDB	57465	Y		
False	ABLx57748	Mr	K	K	A	44	N	emailaddress@133744.com	WDx57748	Cx57748	x57748	Gx57748	x57748	G72 7NA	United Kingdom	UVDB	57748	Y		
False	THWLx58328	Mr	K	S	HSMx96703	44	x96703	emailaddress@104130.com	NRx58328	N	N	Dx58328	N	SN10 3EA	United Kingdom	UVDB	58328	Y		

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TSMS – Supplier Questionnaire

From the search results, you can click on the name of a supplier to view their questionnaire. From the Supplier Questionnaire you will be able to view the answers to the TSMS Questions that your Buying organisation has incorporated into the questionnaire. The answers fall into the Customer Specific Questions section of both the TSMS and the SMS questionnaire.

TSMS Questionnaire

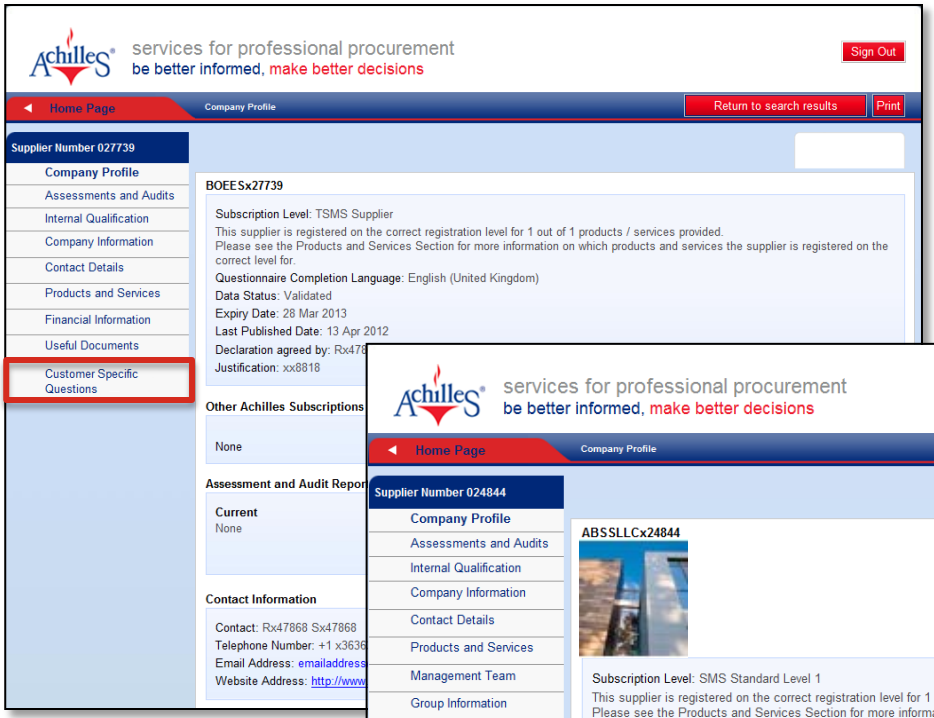

Figure 45: Customer Specific Questions (TSMS)

SMS Questionnaire

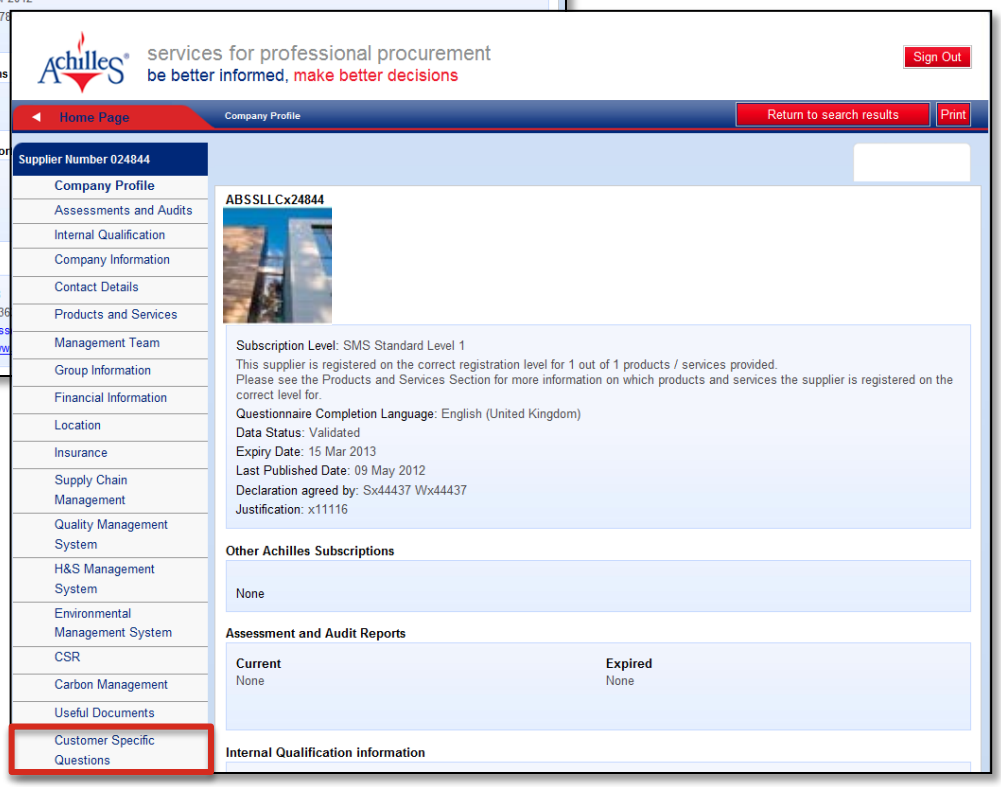

Figure 46: Customer Specific Questions (SMS)

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Supplier Audits & Assessments

Supplier Audits & Assessments

Permissions:
Buyer View Audit Reports

As part of some communities validation process, suppliers are required to undertake assessments and/or audits. There are also instances where Achilles receive information from 3rd party assessments or audits that is also made available. This section details how buyer users can search for and view suppliers with this information.

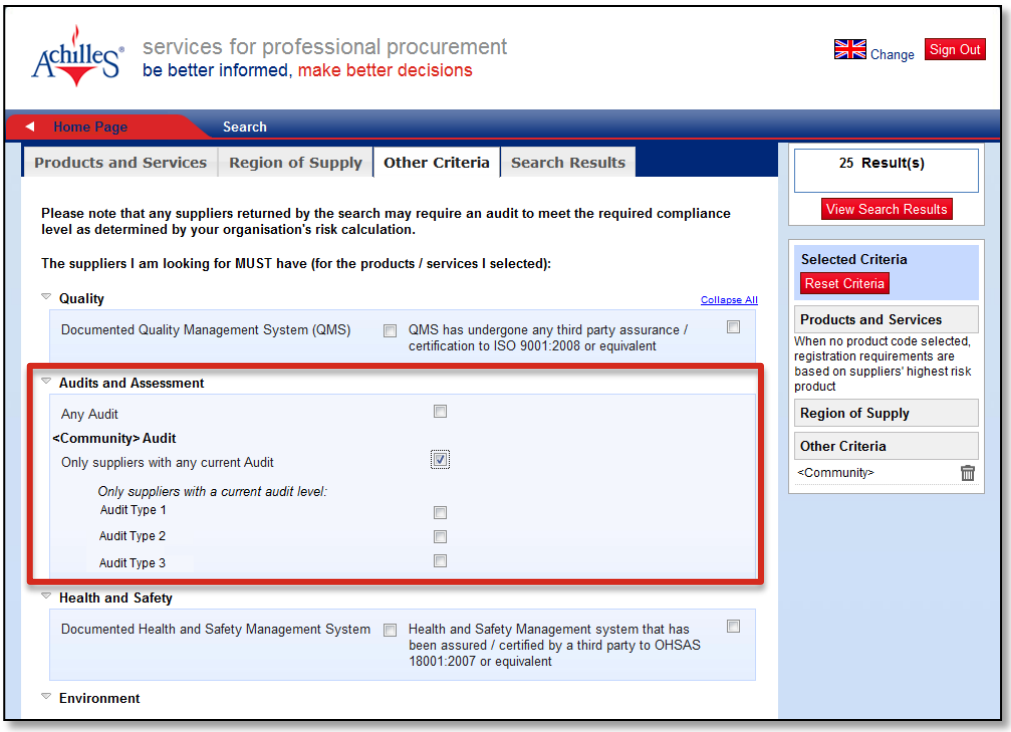
services for professional procurement
be better informed, make better decisions
Change
Sign Out
Home Page
Search
Products and Services
Region of Supply
Other Criteria
Search Results
25 Result(s)
View Search Results
Please note that any suppliers returned by the search may require an audit to meet the required compliance level as determined by your organisation's risk calculation.
The suppliers I am looking for MUST have (for the products / services I selected):
Quality
Collapse All
Documented Quality Management System (QMS)
QMS has undergone any third party assurance / certification to ISO 9001:2008 or equivalent
Audits and Assessment
Any Audit
<Community> Audit
Only suppliers with any current Audit
Only suppliers with a current audit level:
Audit Type 1
Audit Type 2
Audit Type 3
Health and Safety
Documented Health and Safety Management System
Health and Safety Management system that has been assured / certified by a third party to OHSAS 18001:2007 or equivalent
Environment
Selected Criteria
Reset Criteria
Products and Services
When no product code selected, registration requirements are based on suppliers' highest risk product
Region of Supply
Other Criteria
<Community>

Figure 47: Audit Filter

From the Home page, select the Product Search left-hand menu option. Under the Other Criteria tab, users will see the Audit and Assessment filter. The options will vary depending on the community:

Any Audit / Audit = include suppliers with an audit on any community

Any Current Audit = include suppliers with a current audit on any community

Audit Level / Type = include suppliers with a particular type of community audit

In the search results, users can view those suppliers with audit by clicking on the company name or on the "Yes" under the audit column.

Users of some communities may be able to hover over the "Yes" to see an overview of the audit type and scores/outcome of audit.

There may also be reports about Audits available from the **Actions** Button.

Figure 48: Search Results with Audit

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Supplier Audits & Assessments

From the search results, you can click on a supplier name to view their questionnaire. Here you can view audit information by clicking on the Assessment & Audits menu option or one of the reports on the main profile page

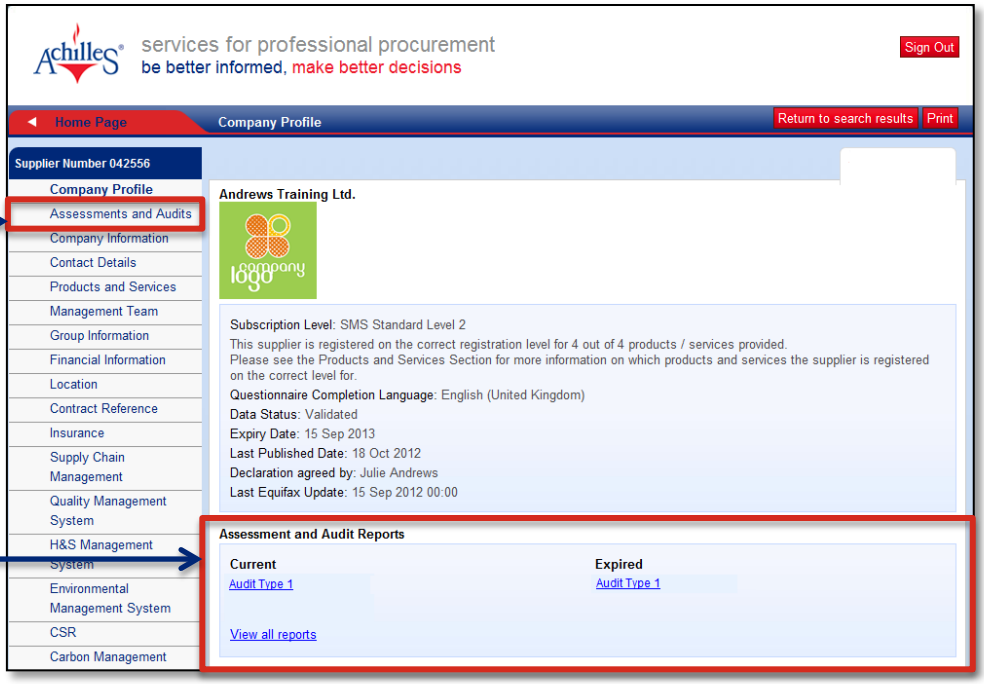

Figure 49: Supplier Profile with Audit

services for professional procurement
be better informed, make better decisions
Sign Out
Home Page
Assessment and Audit Reports
Return to search results
Print
Supplier Number 042556
Company Profile
Assessments and Audits
Company Information
Contact Details
Products and Services
Management Team
Group Information
Financial Information
Location
Contract Reference
Insurance
Supply Chain Management
Quality Management System
H&S Management System
Assessment and Audit Reports
Current
Type | Community | Last day of Audit/Assessment | Expiry Date | Outcome
Audit Type 1 | <Community> | 04 Sep 2012 | 04 Sep 2013 | Amber
Expired
Type | Community | Last day of Audit/Assessment | Expiry Date | Outcome
Audit Type 1 | <Community> | 02 Sep 2011 | 02 Sep 2012 | Green

Figure 50: Supplier Audit Reports

In the main audit area for the supplier, further details are displayed:

- Community that the audit refers to
- Day of the assessment
- Expiry date
- Outcome (Red/Amber/Green or Pass/Fail etc)

By clicking on one of the audits, users can view more detail such as assessor details, scores and reports.

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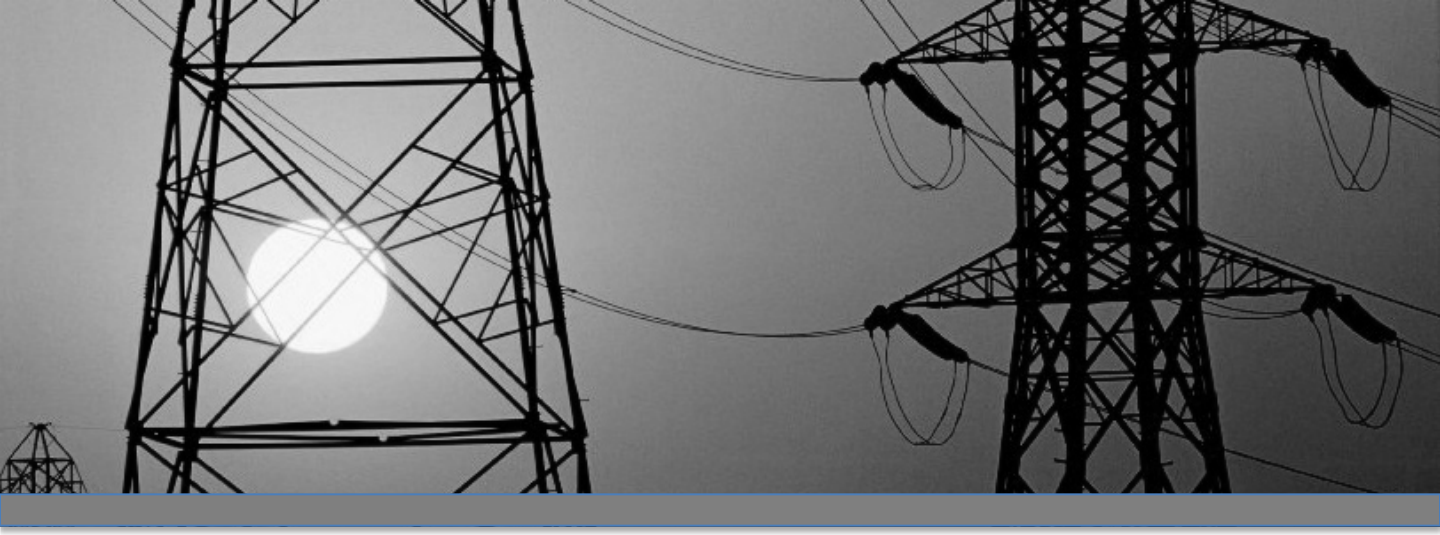

Alerts (Track Changes to Suppliers and Products)

Introduction to Alerts

- Alerts allow each buyer user to create and maintain alerts on any supplier companies or product codes contained within their community.
- Once an alert is created and there is a change to a supplier's information that is being tracked, the information can be emailed and/or displayed when a buyer logs in. Buyers can define their alerts by
  - Product codes
  - Company information
  - Questionnaire answers
  - IQ status (if purchased)
  - Audit (if available in the community)
  - Data Status of the Questionnaire
- A buyer will be able to see if a supplier is currently being tracked when they do a search.
- The buyer user will need to have the correct level of access to be able to set up and track alerts.
- The access permissions can be managed by each Buyer organisation.
- In this section of the guide, you will be taken through how to set alerts for suppliers first, followed by how to monitor these changes and how to set alerts for product codes

Permissions:
Buyer Alerts

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Setting Alerts

From Company Search Results

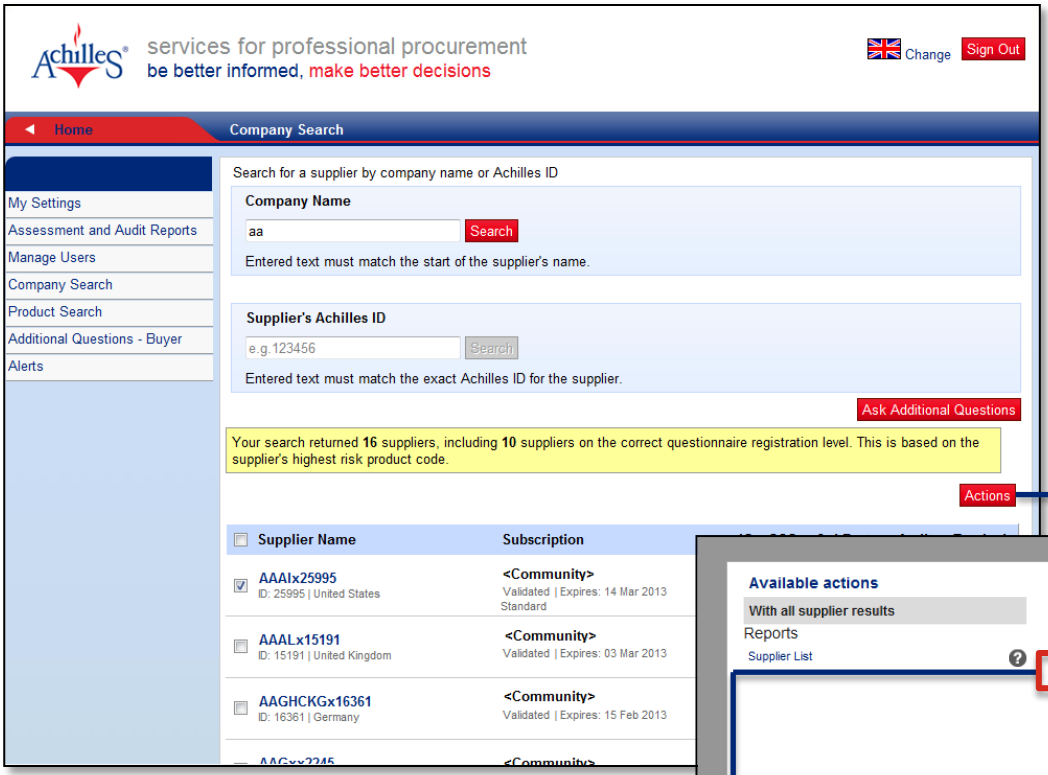

Figure 51: Company Search Results

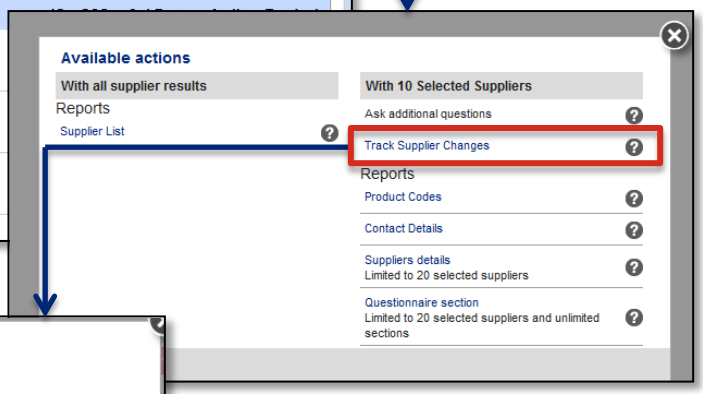

Figure 52: Search Actions

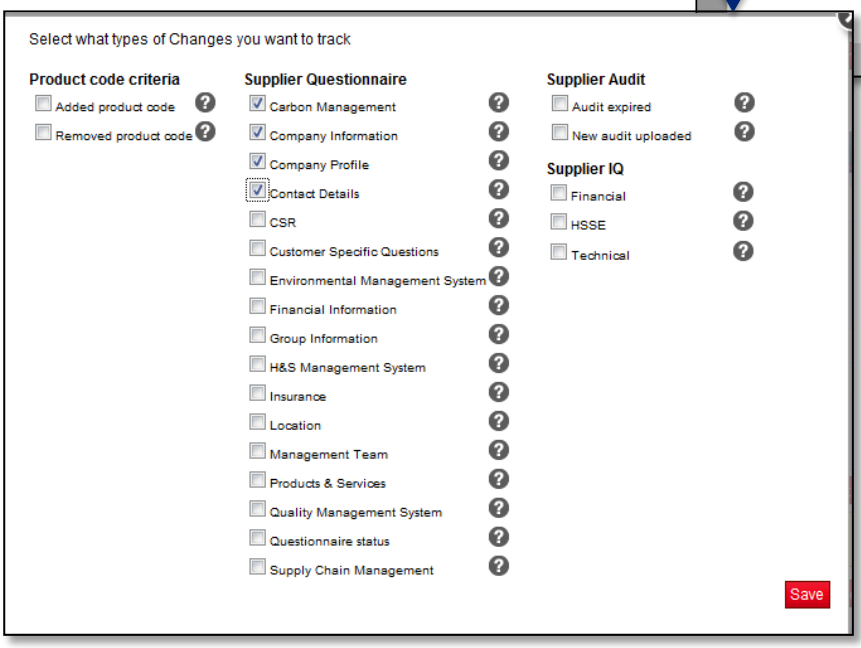

Figure 53: Track Changes

Once you have the results from a company name or ID search, tick the company names that you wish to start tracking changes on – either next to the company name or at the top of the results.

Then click **Actions** which will open a list of options similar to below

Click on the option **Track Supplier Changes** and a list of available tracking options will appear for you to select (note that the options displayed may differ from this example).

Click **Save** and these tracking options will now be set for all suppliers selected.

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Setting Alerts

From Product Search Results

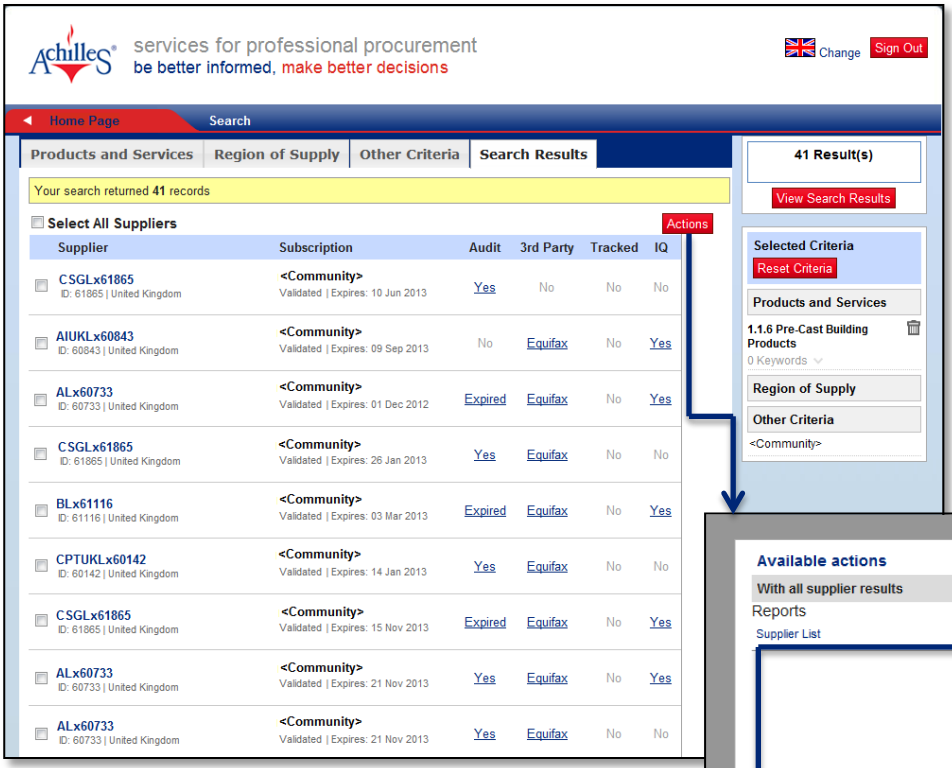

Figure 54: Product Search Results

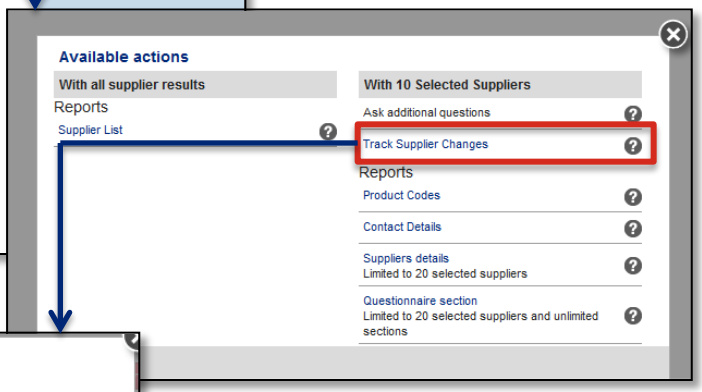

Figure 55: Search Actions

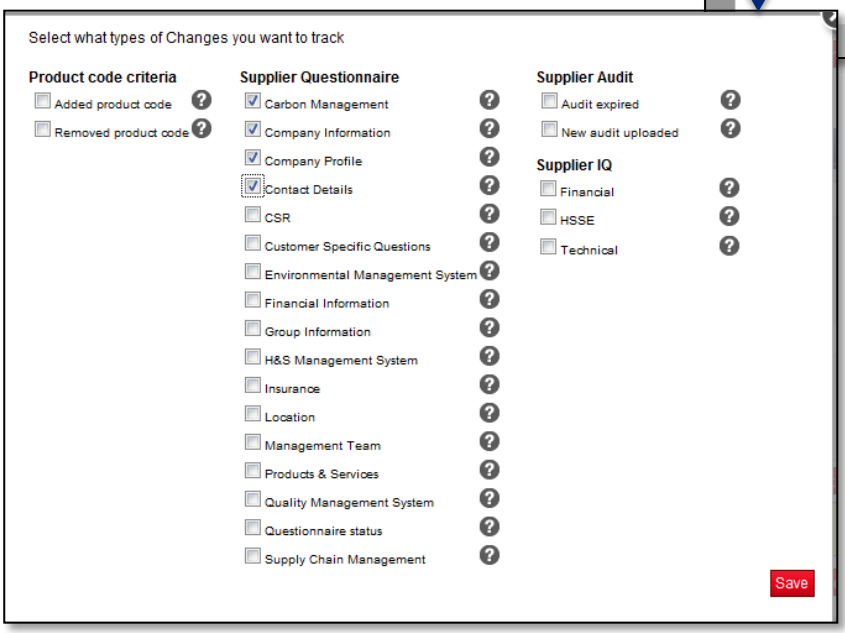

Figure 56: Track Changes

Once you have the results from a Product Search, tick the company names that you wish to start tracking changes on – either next to the company name or at the top of the results.

Then click **Actions** which will open a list of options similar to below

Click on the option **Track Supplier Changes** and a list of available tracking options will appear for you to select (note that the options displayed may differ from this example).

Click **Save** and these tracking options will now be set for all suppliers selected.

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Setting Alerts
From Supplier Profile

From the search results, you can click a supplier name to view their questionnaire. To set alerts for the selected supplier, scroll to the bottom of their company profile page and click the option **Track This Supplier**.

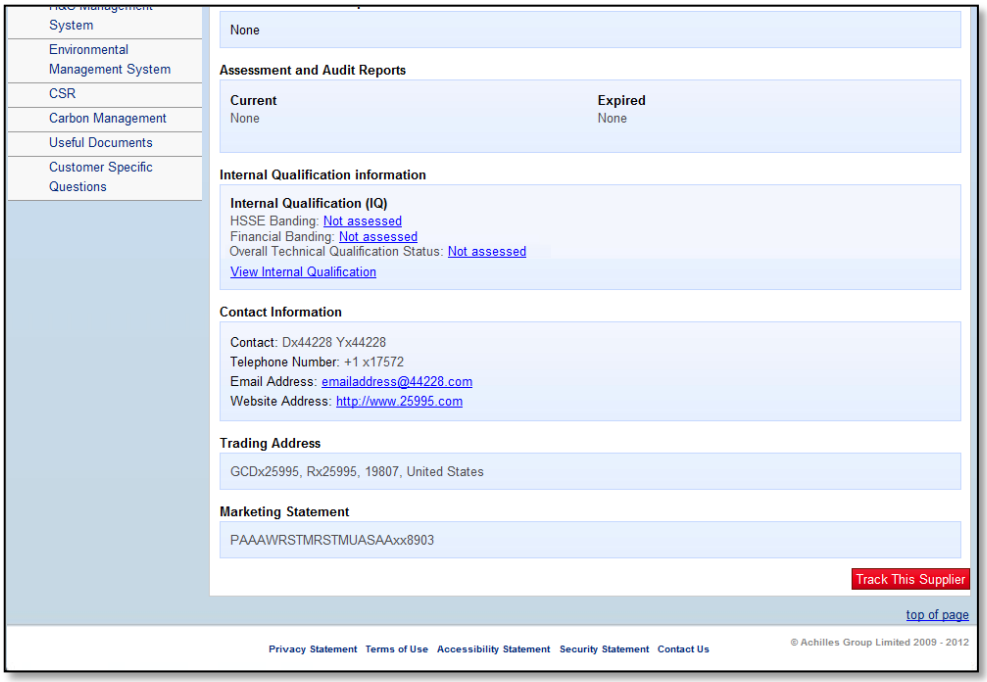

Figure 57: Company Profile

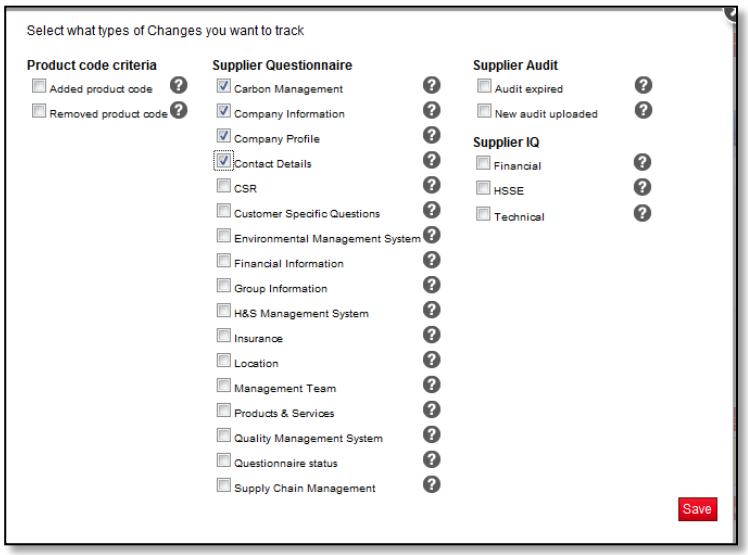

Figure 58: Track Changes

A list of available tracking types will appear, similar to this example. Select the relevant options and click **Save**.

This will then update the suppliers page at the bottom, allowing you to edit the options for that supplier or to stop tracking them.

You will also be able to view a list of historical alerts regarding this supplier.

Figure 59: Currently Tracking

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Viewing and Managing Alerts

On the Home Page, you will see the Alerts Dashboard which contains any new alerts received since last logging on – if there are more than 20 alerts, you can click more... To view them all.

Clicking on a supplier's name will take you into their profile where you can amend the tracking options.

You can also click on the section listed on the dashboard to take you to the area of the questionnaire where there have been changes

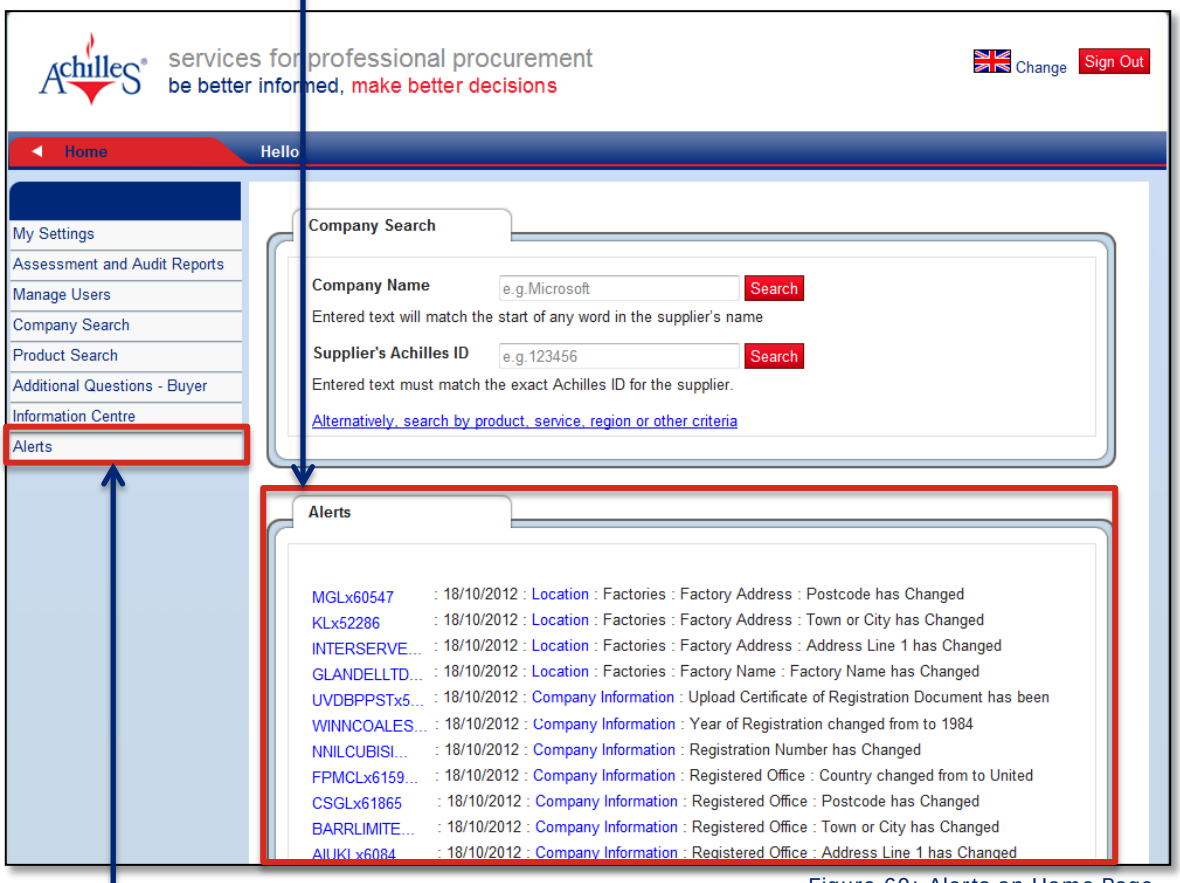
services for professional procurement
be better informed, make better decisions
Change
Sign Out
Home
Hello
My Settings
Assessment and Audit Reports
Manage Users
Company Search
Product Search
Additional Questions - Buyer
Information Centre
Alerts
Company Search
Company Name
e.g.Microsoft
Search
Entered text will match the start of any word in the supplier's name
Supplier's Achilles ID
e.g.123456
Search
Entered text must match the exact Achilles ID for the supplier.
Alternatively, search by product, service, region or other criteria
Alerts
MGLx60547 : 18/10/2012 : Location : Factories : Factory Address : Postcode has Changed
KLx52286 : 18/10/2012 : Location : Factories : Factory Address : Town or City has Changed
INTERSERVE... : 18/10/2012 : Location : Factories : Factory Address : Address Line 1 has Changed
GLANDELLTD... : 18/10/2012 : Location : Factories : Factory Name : Factory Name has Changed
UVDBPPSTx5... : 18/10/2012 : Company Information : Upload Certificate of Registration Document has been
WINNCOALES... : 18/10/2012 : Company Information : Year of Registration changed from to 1984
NNILCUBISI... : 18/10/2012 : Company Information : Registration Number has Changed
FPMCLx6159... : 18/10/2012 : Company Information : Registered Office : Country changed from to United
CSGLx61865 : 18/10/2012 : Company Information : Registered Office : Postcode has Changed
BARRLIMITE... : 18/10/2012 : Company Information : Registered Office : Town or City has Changed
AIUKLx6084 : 18/10/2012 : Company Information : Registered Office : Address Line 1 has Changed

Figure 60: Alerts on Home Page

There will also be an Alerts menu option which will take you into the Alerts area to further manage the alerts and how they are received.

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Viewing and Managing Alerts

From the Alerts Menu option, there are four tabs shown: Alerts, My Suppliers, My Products and Settings

Alerts

This tab will show all historical alerts in date order (with the most recent at the top). All changes to suppliers and product codes will be listed in this tab. Clicking on a supplier will take you into the supplier's profile.

The list can be filtered by

- Type of Tracking item
- Community
- Date received (defaulted to 6 months)

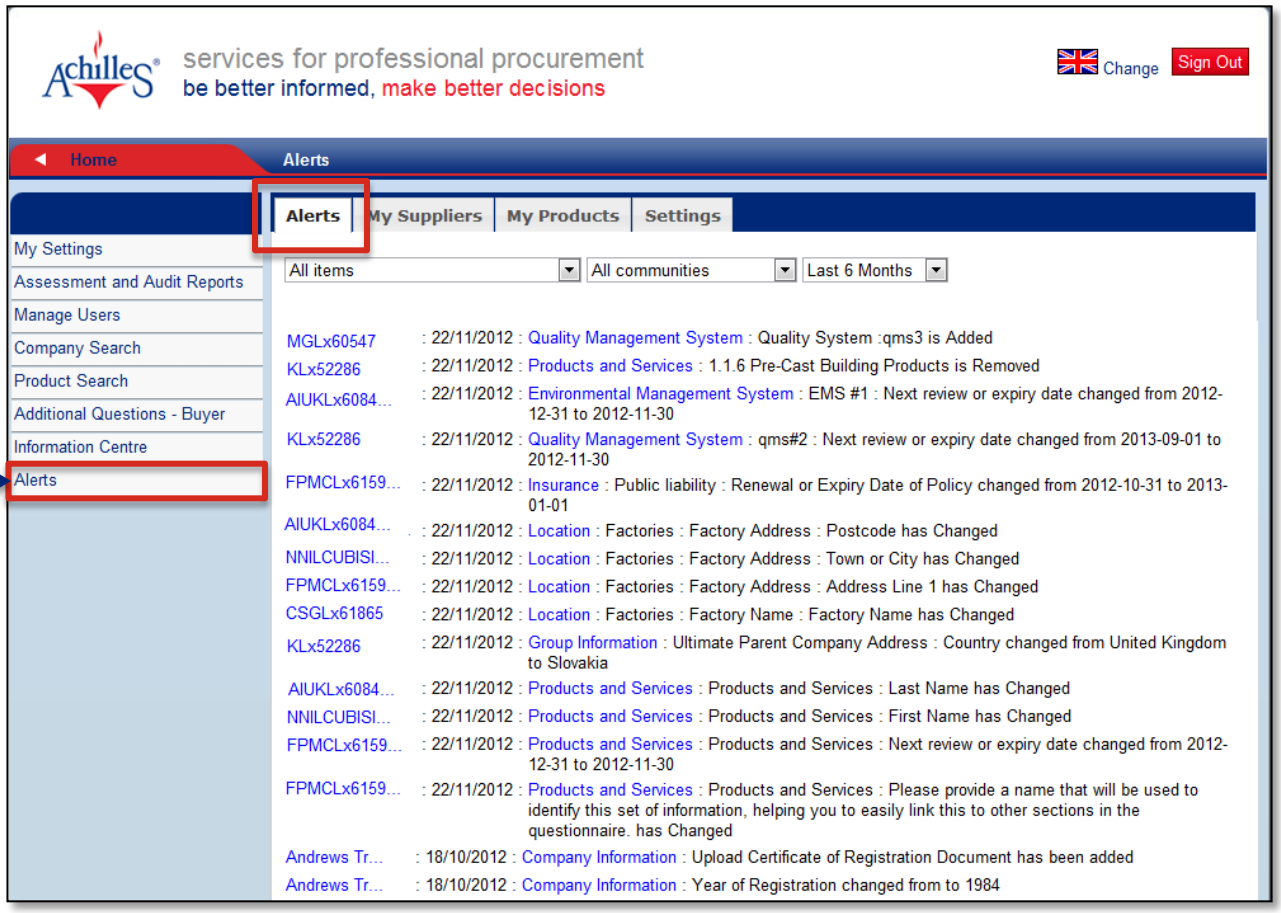
services for professional procurement
be better informed, make better decisions
Change
Sign Out
Home
Alerts
Alerts
My Suppliers
My Products
Settings
My Settings
Assessment and Audit Reports
Manage Users
Company Search
Product Search
Additional Questions - Buyer
Information Centre
Alerts
All items
All communities
Last 6 Months
MGLx60547 : 22/11/2012 : Quality Management System : Quality System :qms3 is Added
KLx52286 : 22/11/2012 : Products and Services : 1.1.6 Pre-Cast Building Products is Removed
AIUKLx6084... : 22/11/2012 : Environmental Management System : EMS #1 : Next review or expiry date changed from 2012-12-31 to 2012-11-30
KLx52286 : 22/11/2012 : Quality Management System : qms#2 : Next review or expiry date changed from 2013-09-01 to 2012-11-30
FPMCLx6159... : 22/11/2012 : Insurance : Public liability : Renewal or Expiry Date of Policy changed from 2012-10-31 to 2013-01-01
AIUKLx6084... : 22/11/2012 : Location : Factories : Factory Address : Postcode has Changed
NNILCUBISI... : 22/11/2012 : Location : Factories : Factory Address : Town or City has Changed
FPMCLx6159... : 22/11/2012 : Location : Factories : Factory Address : Address Line 1 has Changed
CSGLx61865 : 22/11/2012 : Location : Factories : Factory Name : Factory Name has Changed
KLx52286 : 22/11/2012 : Group Information : Ultimate Parent Company Address : Country changed from United Kingdom to Slovakia
AIUKLx6084... : 22/11/2012 : Products and Services : Products and Services : Last Name has Changed
NNILCUBISI... : 22/11/2012 : Products and Services : Products and Services : First Name has Changed
FPMCLx6159... : 22/11/2012 : Products and Services : Products and Services : Next review or expiry date changed from 2012-12-31 to 2012-11-30
FPMCLx6159... : 22/11/2012 : Products and Services : Products and Services : Please provide a name that will be used to identify this set of information, helping you to easily link this to other sections in the questionnaire. has Changed
Andrews Tr... : 18/10/2012 : Company Information : Upload Certificate of Registration Document has been added
Andrews Tr... : 18/10/2012 : Company Information : Year of Registration changed from to 1984

Figure 61: Alerts Received

Tip:
Alerts will be maintained in this list for 24 months

Tip:
The changes listed here will show the before and after state.

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Viewing and Managing Alerts

My Suppliers

This tab will show a list of all suppliers that are currently being tracked. The list can be filtered by community. Clicking on a suppliers name will take you into their questionnaire where you can edit the tracking options and view all historical alerts regarding that supplier.

Ticking the box next to suppliers and clicking **Edit Selected** will allow you to change the options being tracked for all suppliers selected.

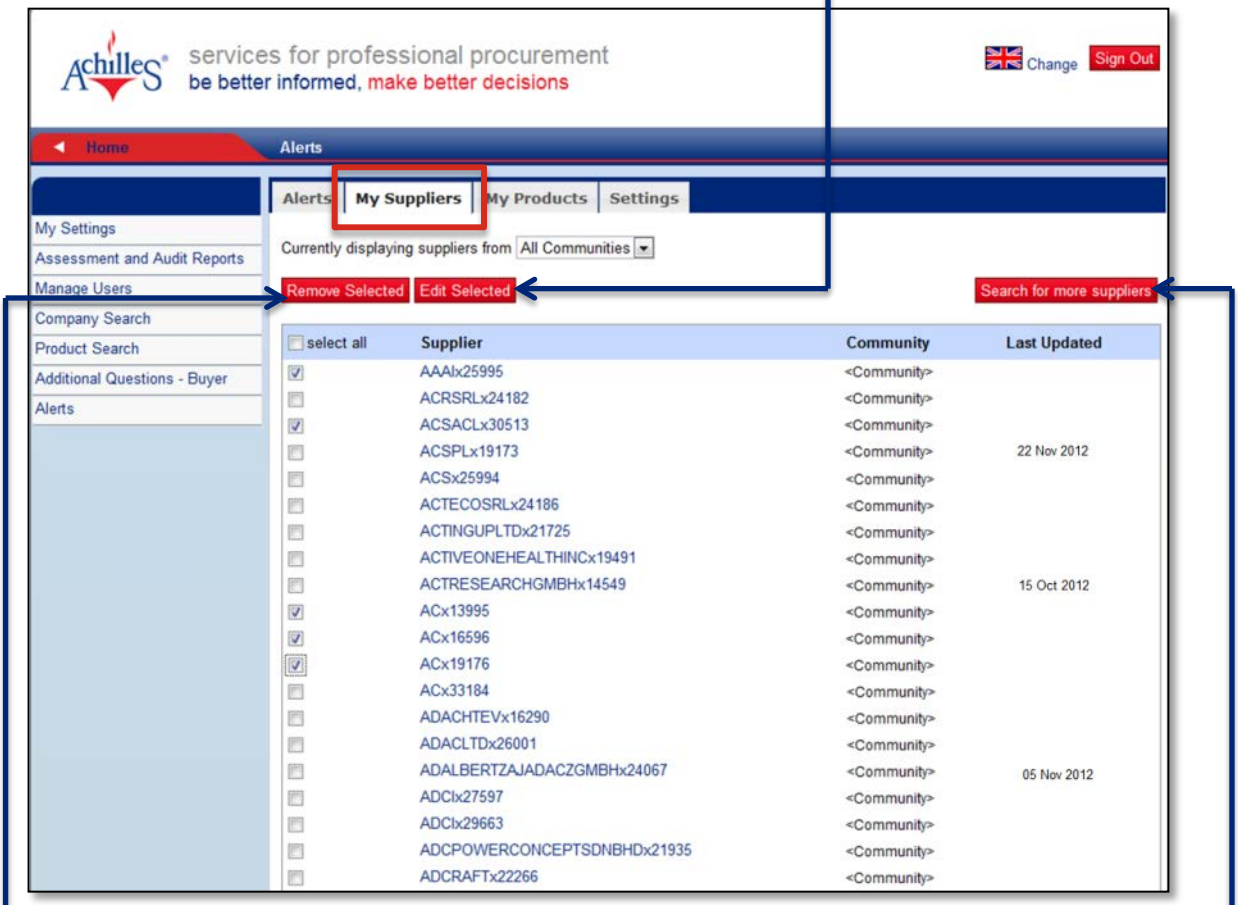

Figure 62: Manage Tracked Suppliers

Ticking the box next to suppliers and clicking **Remove Selected** will stop the tracking from taking place with regards to the selected suppliers.

Clicking on **Search for more suppliers** will take you into the Product Search where you can perform a search and select more suppliers to start tracking.

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Viewing and Managing Alerts

My Products

This tab will show a list of all product/service codes that are currently being tracked. The list can be filtered by community.

Ticking the box next to product codes and clicking **Remove Selected** will stop the tracking from taking place with regards to the selected products.

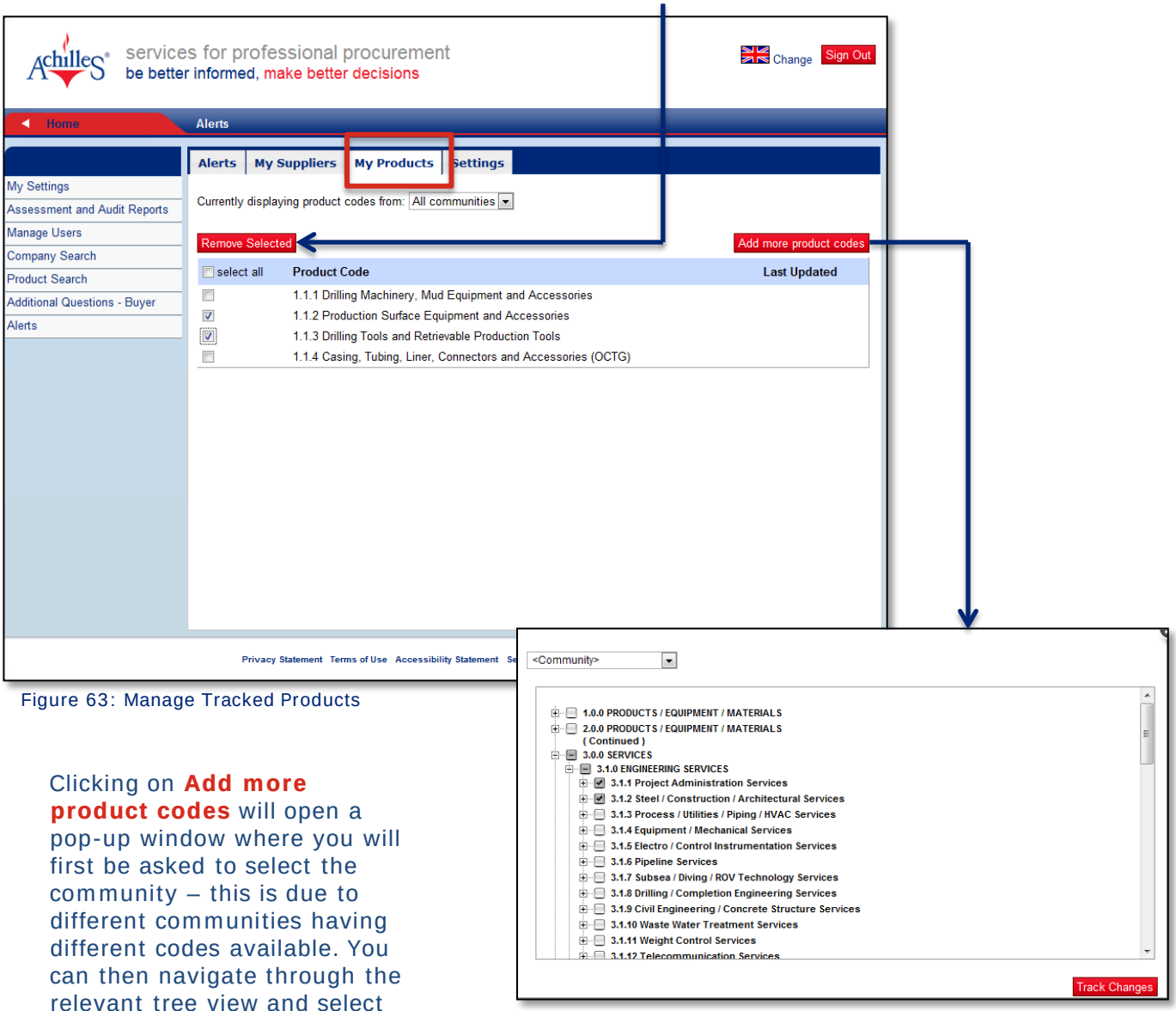

Figure 63: Manage Tracked Products

Clicking on **Add more product codes** will open a pop-up window where you will first be asked to select the community – this is due to different communities having different codes available. You can then navigate through the relevant tree view and select additional product codes to start tracking.

Figure 64: Add Products

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Settings

This tab will show the current email address of the buyer user. This is the email address used to sent email notifications of alerts (if set to receive alerts).

The frequency of notification emails received can be set to daily, weekly or monthly. Alternatively, it can be set to never receive emails so the user will only be able to read them each time they log onto the buyer search.

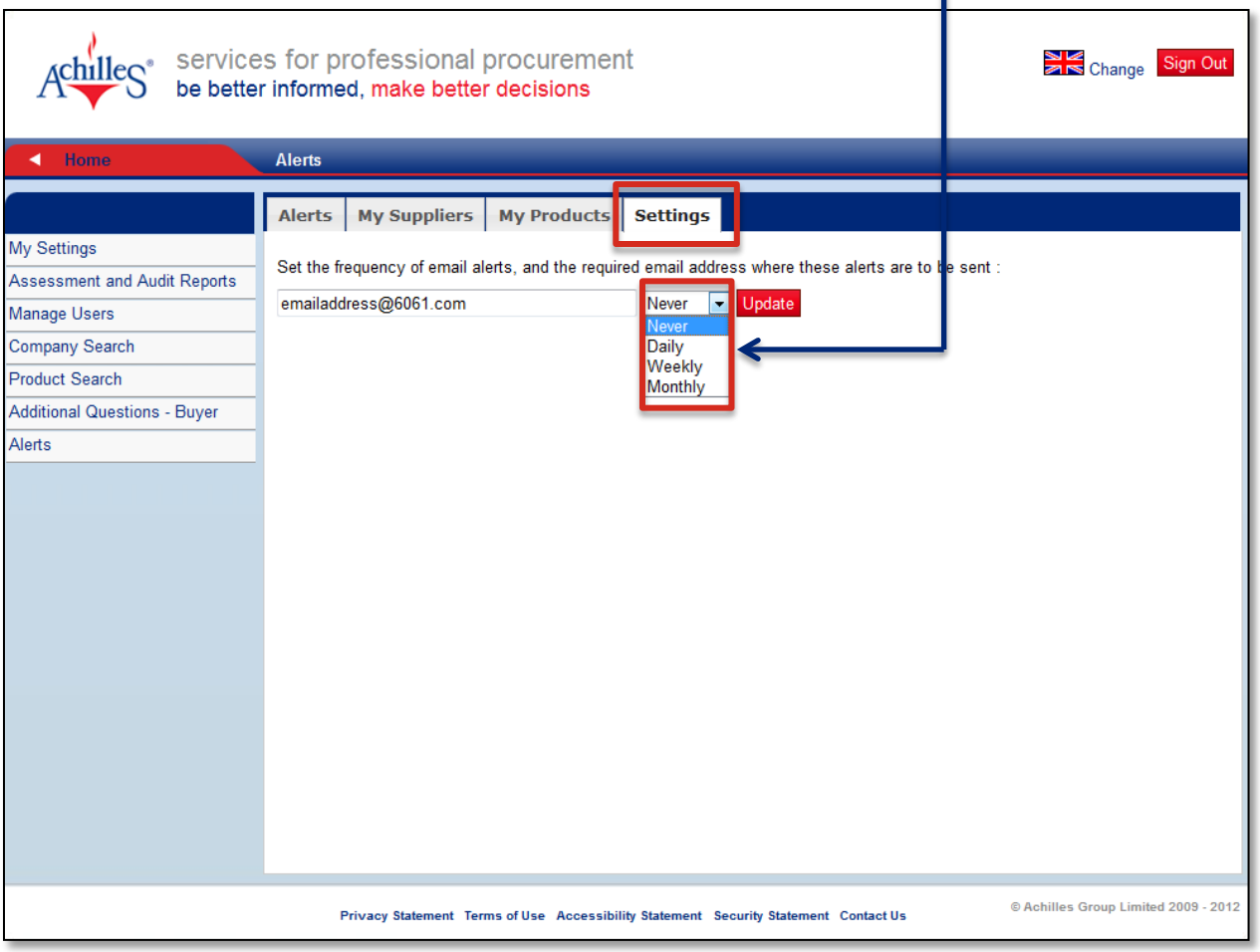

Figure 65: Manage Frequency

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Internal Qualification

Introduction to Internal Qualification (IQ)

- Internal qualification (IQ) allows each buyer organisation a private area where they are able to asses suppliers and they can then give the supplier one or more ratings. These ratings can be used as search criteria. One of these ratings can be displayed on the search results page.
- A buyer will be able to see if a supplier has the Internal Qualification information when they do a search.
- The buyer will need to have the correct level of access to be able to set up a suppliers IQ. There will be different levels of IQ access which include Read only access.
- The access permissions can be managed by each Buyer organisation.

Figure 66: IQ Banding Example

Please note that the images used in this section of the guide are examples only. Internal Qualification is configured for each buyer organisation so will look different to the examples used in this guide.

Permissions:

For All Suppliers – Create & Update IQ Information, Internal Qualification Product

For Suppliers with IQ Only – IQ Suppliers Only

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IQ Search

Other Criteria

The search filter for IQ is held in the Product Search (from the home left-hand side menu) and under the Other Criteria tab.

Other Criteria

Select the **Other Criteria** tab and from here you can filter on Internal Qualification Criteria.

Expand/Collapse All

This allows the buyer to see/minimise all the available 'other criteria'.

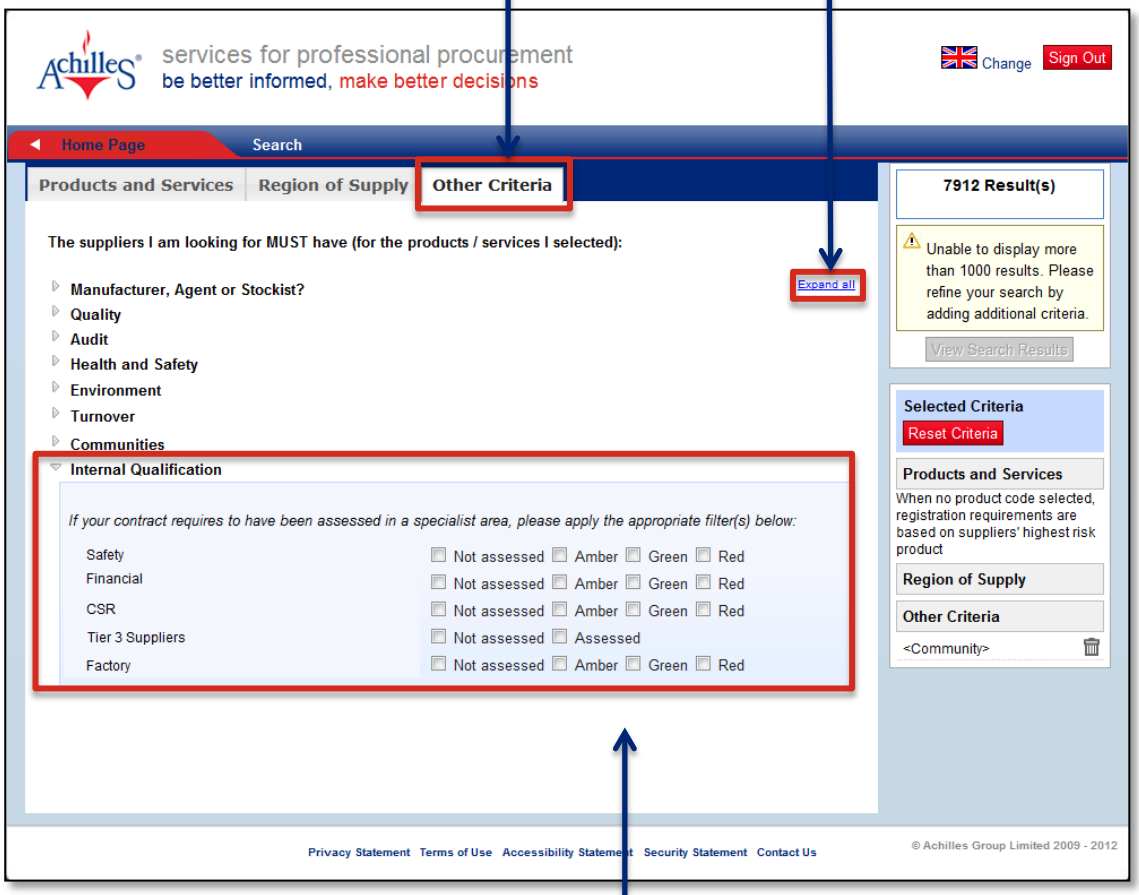

Figure 67: IQ Other Criteria

Using IQ Criteria

Select one or more criteria and this will update your search results.

Tip:

The search criteria will be different for each scheme, as the configuration and the specification will be different.

Did you know? It is possible to use IQ filters without selecting a product code.

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IQ Search Results

IQ Data

In the results you will be able to see whether the supplier has IQ information.

The data under Additional Info shows whether the supplier has IQ or not. If answered 'Yes' the supplier has been marked as having Internal Qualification.

Some users may be able to hover over the 'Yes' to see outcomes from the IQ.

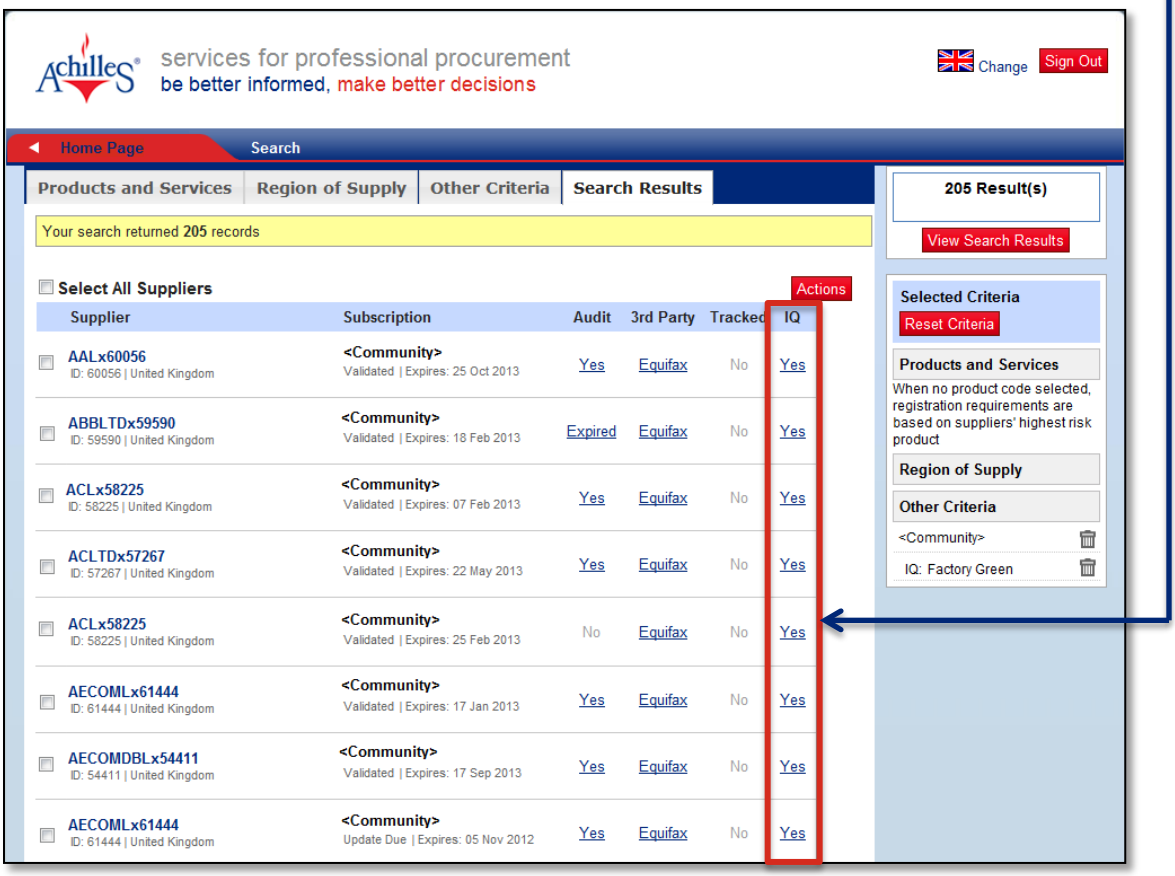

Figure 68: IQ Search Results

Tip:
As part of the configuration for IQ, Buyer organisations can choose to display whether a supplier has IQ data in the search or use an overall IQ status.

Setting a Suppliers IQ Information

To set a suppliers IQ information, click on the suppliers name and this will take you to their profile. Once you select their Internal Qualification area you may view / update the information.

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Supplier Questionnaire with IQ

In the supplier questionnaire, you can navigate to the section for Internal Qualification which will allow you to view the IQ data in more detail. With the appropriate access you will also be able to internally qualify the supplier yourself.

Permissions:
Edit or Read-Only. Please contact your administrator if your access is set to “Hidden”.

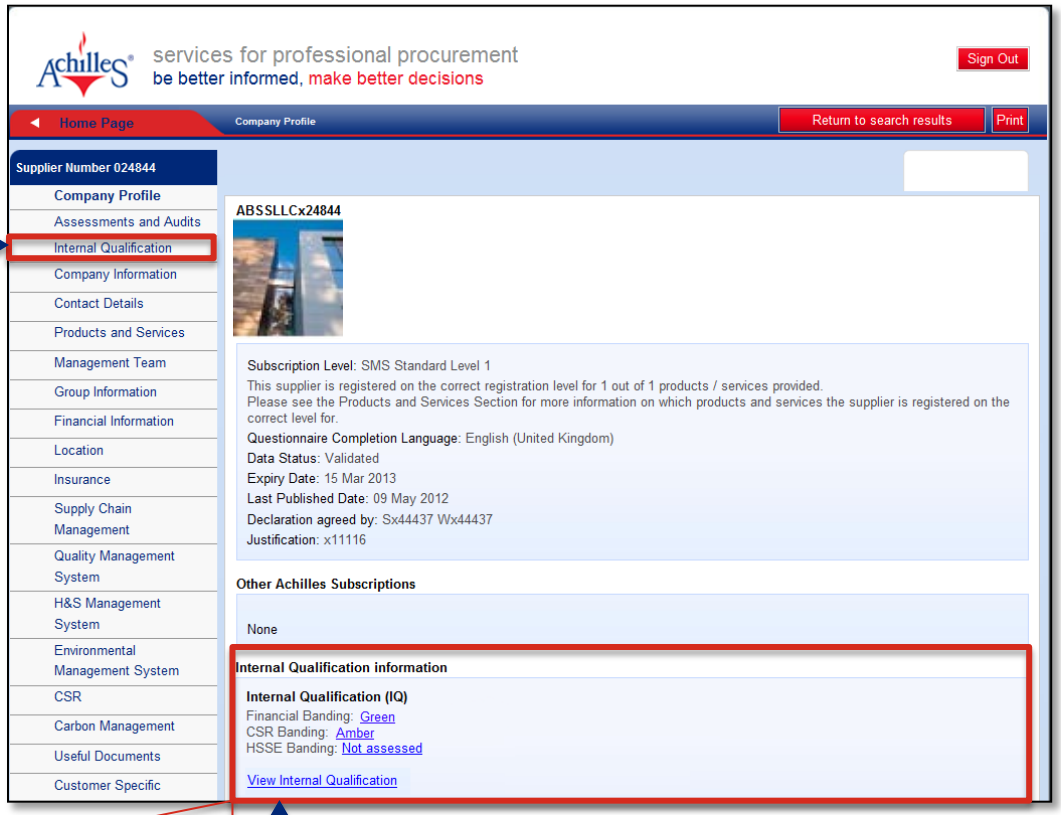

Figure 69: IQ Supplier Questionnaire

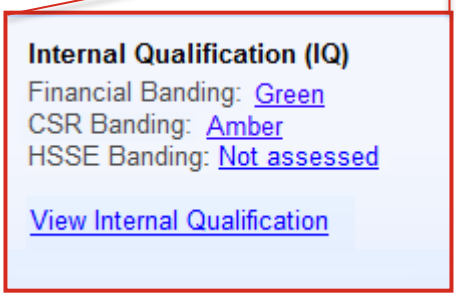

Figure 70: IQ Banding in Questionnaire

IQ Summary

In the supplier questionnaire, a summary of the IQ banding will be also be shown.

From here you can click on View Internal Qualification or any of the banding results to take you into the IQ area to read or edit the information.

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How to Qualify a Supplier

By Topic

Select the appropriate topic from the tabs.

You will be able to select a banding from the drop-down list before clicking on the **Save** button. This will update the summary at the top of the page.

By Further Information

You can further qualify supplier by completing the available fields underneath the banding (the range of fields will differ for each buying organisation). Once completed, click on the **Save** button.

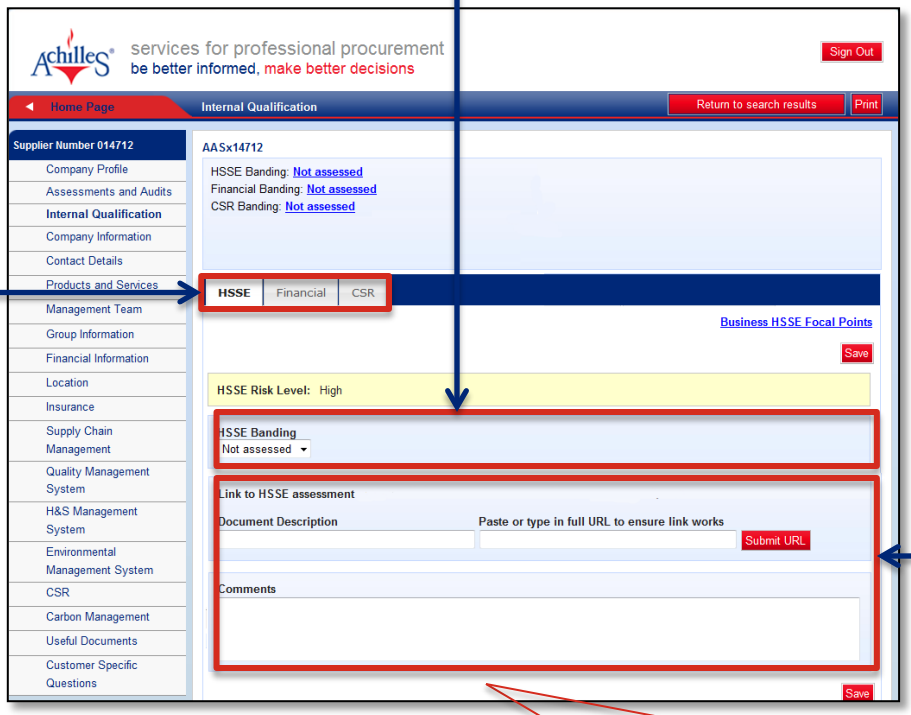

Figure 71: Qualify Supplier

Permissions:
Edit. Please contact your administrator if your access is set to "Read-Only" or "Hidden".

By Product Codes

Depending on what tabs you have available, you may be able to qualify a supplier by each product code they have listed. Click on the + sign next to a product code and answer the associated questions.Once completed, click on the **Save** button.

3.1.1 Project Administration Services
3.1.16 Production / Petroleum Engineering Services
3.1.8 Drilling / Completion Engineering Services
3.10.3 Site Survey Services

Figure 72: Qualify Supplier by Product Code

Tip:
The tabs available will be different for each buying organisation as per their specification.

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Additional Questions

Introduction to Additional Questions (AQ)

Additional Questions (AQ) - is a Request For Information (RFI) tool that enables the Buyer users to screen and differentiate suppliers by asking the supplier *additional* questions related to a tender or contract. This helps the buyer to short list suppliers with the appropriate capabilities.

Features available to a buyer user:

- Search for suppliers in a community SMS and 'export' to the AQ service
- Creation of basic Additional Questions 'event' and sending out AQ to the suppliers
- Ability to View an Additional Questions dashboard with shows OPEN, CLOSED AQ, ARCHIVED and DRAFT events
- Extend expiry date for return of responses to Questions.
- Create an AQ and save the AQ as a draft, the AQ event can be sent to suppliers at a later date.
- View supplier responses to the AQ event
- Add comments to received responses and assign status as *short listed* or Not *short listed* only after deadline date
- Create an AQ by copying the details of an existing AQ event; any previously added supplier will be removed.
- Create an AQ by copying the details of a draft AQ event; any previously added supplier will be removed.

Permissions:
Additional Questions for Buyer

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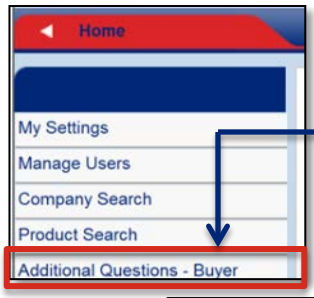
The AQ Dashboard



To access the AQ Dashboard, navigate to **Additional Questions – Buyer**.

The option **Create New Template** allows you to create a NEW AQ event **without** importing suppliers, you can create an event and save as draft until you are ready to add suppliers to the event.

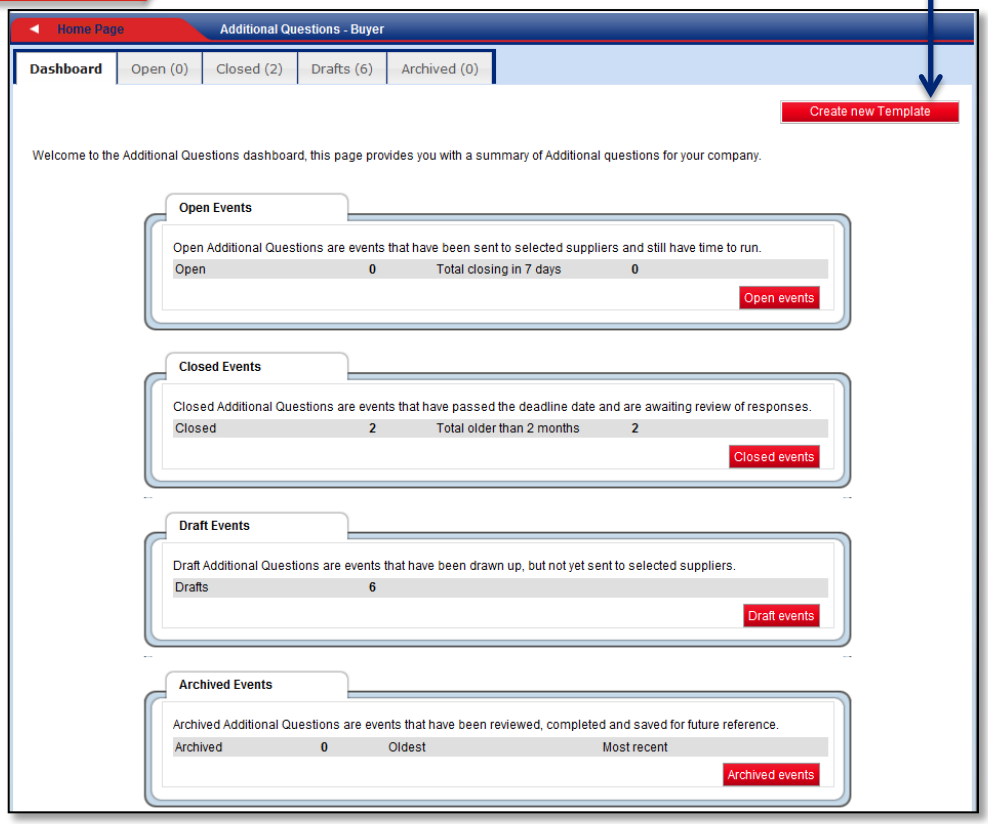

Home Page
Additional Questions - Buyer
Dashboard
Open (0)
Closed (2)
Drafts (6)
Archived (0)
Create new Template
Welcome to the Additional Questions dashboard, this page provides you with a summary of Additional questions for your company.
Open Events
Open Additional Questions are events that have been sent to selected suppliers and still have time to run.
Open 0 Total closing in 7 days 0
Open events
Closed Events
Closed Additional Questions are events that have passed the deadline date and are awaiting review of responses.
Closed 2 Total older than 2 months 2
Closed events
Draft Events
Draft Additional Questions are events that have been drawn up, but not yet sent to selected suppliers.
Drafts 6
Draft events
Archived Events
Archived Additional Questions are events that have been reviewed, completed and saved for future reference.
Archived 0 Oldest Most recent
Archived events

Figure 73: AQ Dashboard

Open Events show the number of OPEN Events for your company, and the total number of events that will be closing in the next seven days.

Closed Events show the number of events that have reached the deadline date. It also shows the number of Events that reached the deadline date more than two months ago.

Draft Events show the number of events users within you company have created as draft and but not yet sent to suppliers

Archived Events show the number of events that have been reviewed and set to Archived by users within your company.

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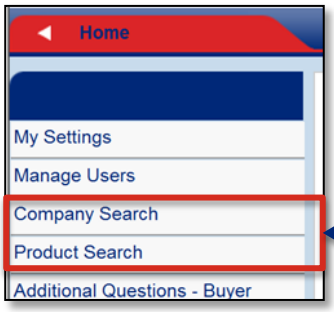
Create AQ Event

Using Suppliers



SELECTING SUPPLIERS

From the left-hand side menu, you can use either of the two searches to find suppliers.

Once you have completed the search required, tick the check boxes next to supplier's names or check the Select All Suppliers at the top.

Next, click on the **Actions** button, followed by Ask Additional Questions to import those suppliers into the AQ area

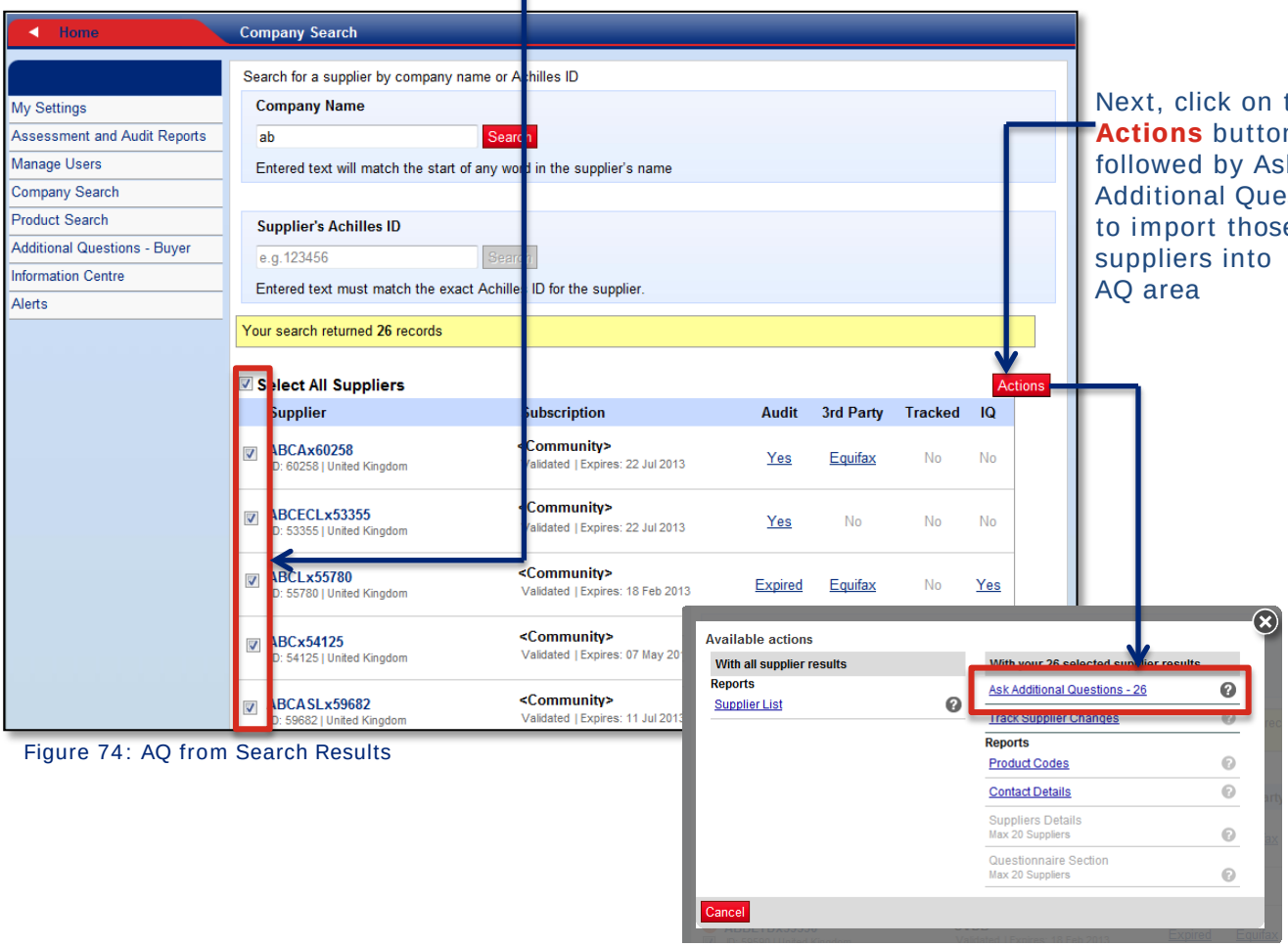


Figure 74: AQ from Search Results

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Create AQ Event

Using Suppliers

From the next page, you can click on the supplier name to see further contact details (Address).

The contacts listed will be the Primary Business Contact and, if available, the Secondary Business Contact

Important:
Clicking on **Additional Questions Dashboard** will exit the AQ Event Creation process without saving.

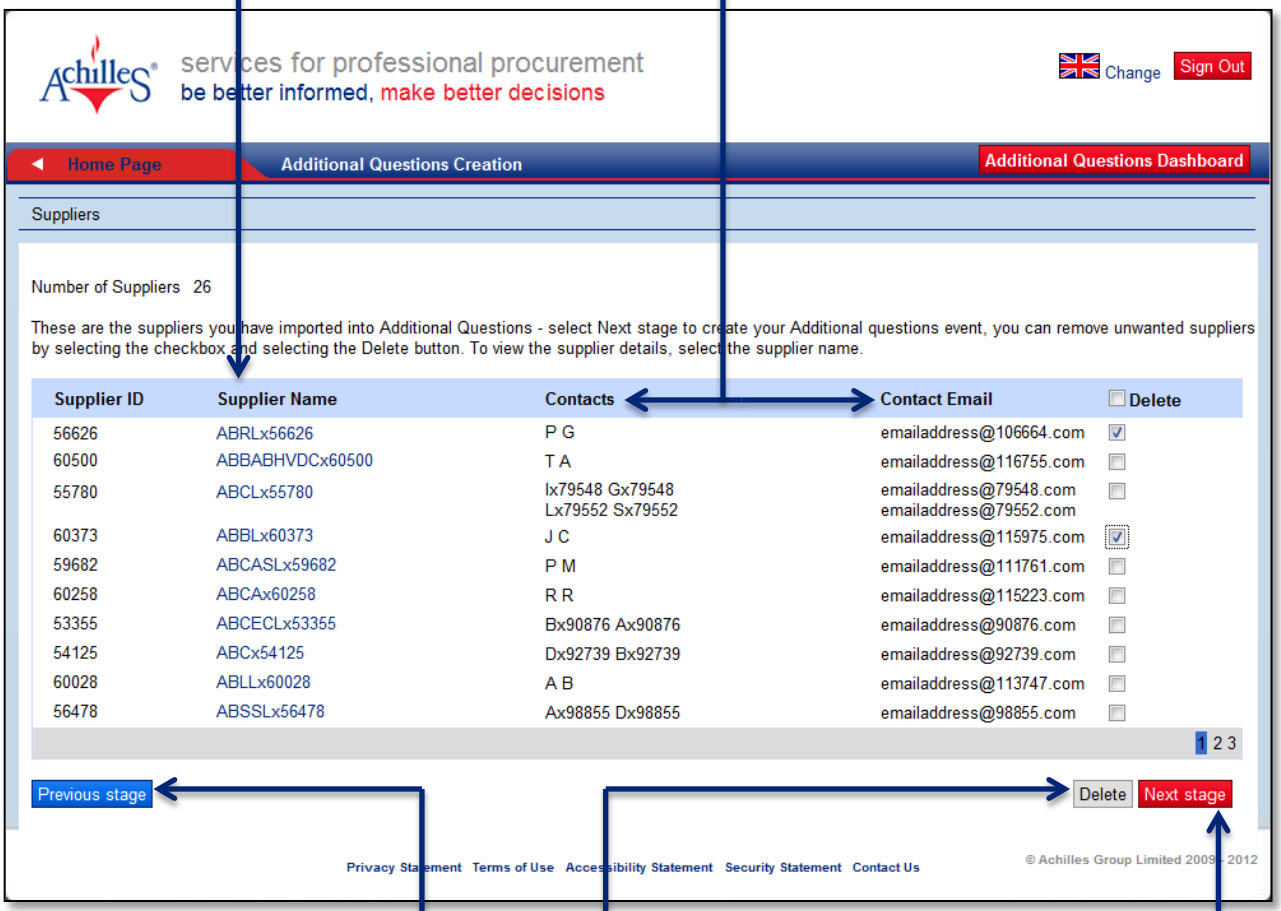
services for professional procurement
be better informed, make better decisions
Change
Sign Out
Home Page
Additional Questions Creation
Additional Questions Dashboard
Suppliers
Number of Suppliers 26
These are the suppliers you have imported into Additional Questions - select Next stage to create your Additional questions event, you can remove unwanted suppliers by selecting the checkbox and selecting the Delete button. To view the supplier details, select the supplier name.
Supplier ID
Supplier Name
Contacts
Contact Email
Delete
56626 ABRLx56626 P G emailaddress@106664.com
60500 ABBABHVDCx60500 T A emailaddress@116755.com
55780 ABCLx55780 lx79548 Gx79548 Lx79552 Sx79552 emailaddress@79548.com emailaddress@79552.com
60373 ABBLx60373 J C emailaddress@115975.com
59682 ABCASLx59682 P M emailaddress@111761.com
60258 ABCAx60258 R R emailaddress@115223.com
53355 ABCECLx53355 Bx90876 Ax90876 emailaddress@90876.com
54125 ABCx54125 Dx92739 Bx92739 emailaddress@92739.com
60028 ABLLx60028 A B emailaddress@113747.com
56478 ABSSLx56478 Ax98855 Dx98855 emailaddress@98855.com
1 2 3
Previous stage
Delete
Next stage
Privacy Statement
Terms of Use
Accessibility Statement
Security Statement
Contact Us
© Achilles Group Limited 2005 - 2012

Figure 75: AQ Suppliers

You can click on the **Previous stage** button to go back to your search results.

If you want to remove any suppliers at this point, tick the Delete checkbox next to the supplier(s) followed by the Delete button.

Once you click on the **Next stage** button, only the suppliers you are interested in will remain.

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CREATING THE EVENT

Click on the **Suppliers** or **Previous stage** link to take you back to the list of suppliers that this event will be inviting.

Select Language - Enter the Language you wish the suppliers to respond in. This will be a language supported by the Achilles community/ties you are registered on.

Deadline Date - This is the date you want the AQ event to close, supplier can respond to you question up until this date. You can only select a date in the future.

Time Zone - If some of your suppliers are in a different time zone, you can select a Time zone for the closing time of the AQ event. The default is GMT

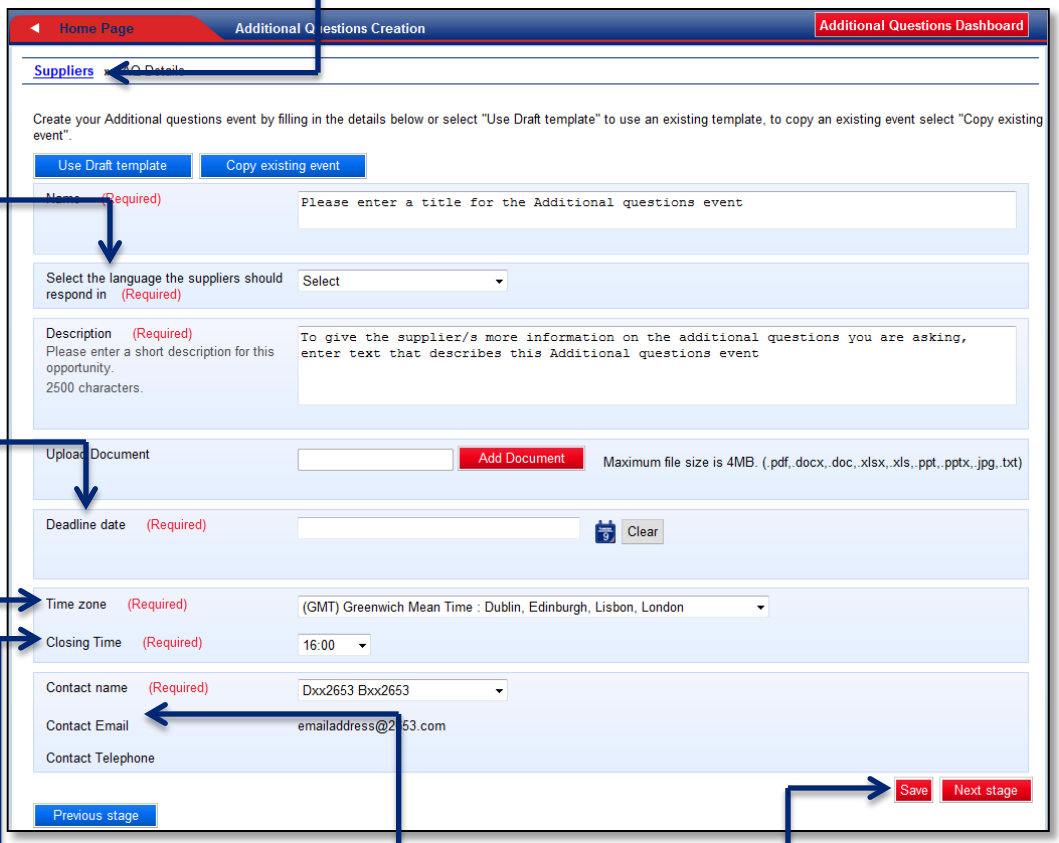
Home Page
Additional Questions Creation
Additional Questions Dashboard
Suppliers
Create your Additional questions event by filling in the details below or select "Use Draft template" to use an existing template, to copy an existing event select "Copy existing event".
Use Draft template
Copy existing event
(Required)
Please enter a title for the Additional questions event
Select the language the suppliers should respond in (Required)
Select
Description (Required)
Please enter a short description for this opportunity.
2500 characters.
To give the supplier/s more information on the additional questions you are asking, enter text that describes this Additional questions event
Upload Document
Add Document
Maximum file size is 4MB. (.pdf,.docx,.doc,.xlsx,.xls,.ppt,.pptx,.jpg,.txt)
Deadline date (Required)
Clear
Time zone (Required)
(GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London
Closing Time (Required)
16:00
Contact name (Required)
Dxx2653 Bxx2653
Contact Email
Contact Telephone
Previous stage
Save
Next stage

Figure 76: AQ Event Creation

Closing Time - This is the time that the AQ event will close, after this time, supplier will no longer be able to respond to the event once sent .

Contact Name/Email - This default to the name of the buyer user logged into AQ, you may also select any other member of buyer organisation to become the contact name.

Save or Next stage - Once you have completed the form, you can **Save** the event as a DRAFT event, or move to the **Next stage** to add questions to the event.

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ADDING/REMOVING QUESTIONS

Type in the question you wish to ask, followed by a comment if required and the response type.

Response Type - This field is used to determine the response type the user will see, You can select from :

Text box: The supplier will provide their answer in a text box

Drop-down list: Supplier will select their answer from the list, you provide the option.

Yes/No: Supplier will choose from a Yes or No drop down.

Upload documentation: Supplier can upload a document (and provide additional comments)

Once completed, either click on the **Next stage** button to proceed to the Summary (if you only want to ask one question), or the **Save and Add another Question** button to add another question.

Note that the maximum number of questions that can be asked is 30.

You can go back the **Previous stage** to edit your AQ event details.

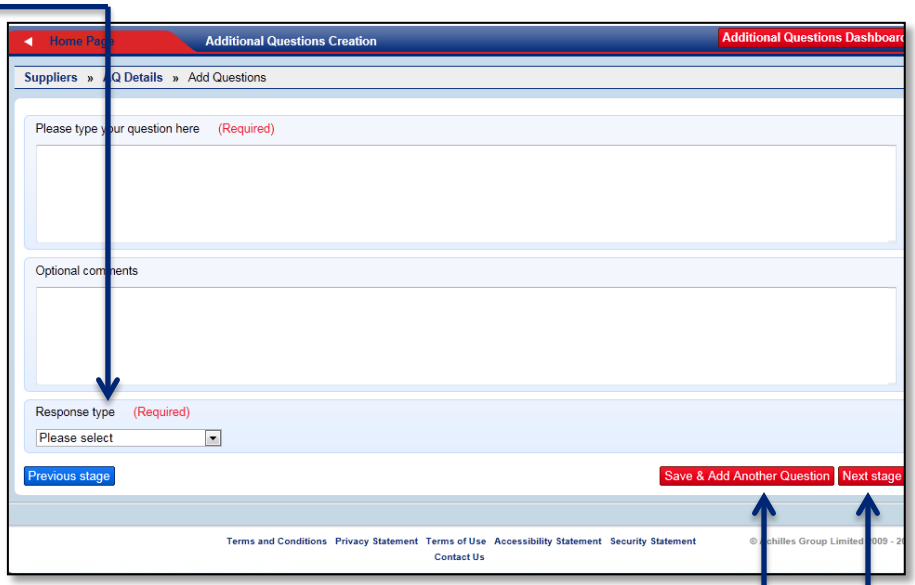
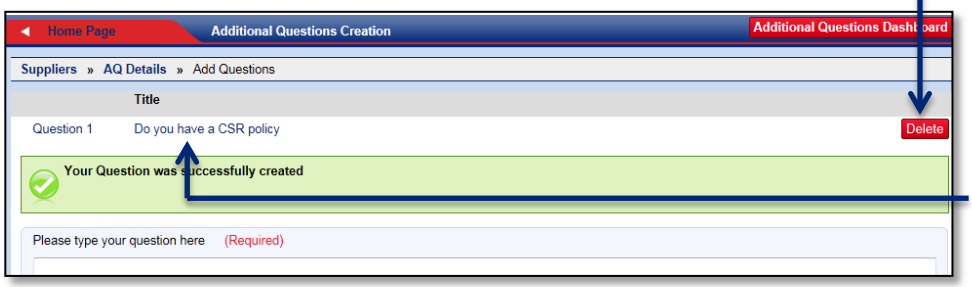


Figure 77: AQ Question Creation

Tip:
The supplier is automatically asked if they are interested in the event, therefore there is no requirement to ask this question again.

To delete a question, click on the **Delete** button next to the question and confirm to remove it.



You can change the question by clicking on the question title at the top of the page and amending the details.

Figure 78: AQ Question Created

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THE AQ SUMMARY

The summary shows a short review of the event you have created.
It lists:

- The ***title*** of the event
- The ***description*** of the event
- The ***date*** it was created.
- The ***Deadline date and time***
- The ***Number of questions*** in the Event
- The ***Number of suppliers*** you will be sending inviting to respond.

services for professional procurement
be better informed, make better decisions
Change
Sign Out
Home Page
Additional Questions Creation
Additional Questions Dashboard
Dashboard » AQ Details » Add Questions » Summary
This is a summary of the AQ you have created, select Send to suppliers to send the AQ to your selected suppliers or select previous to review and amend the AQ.
Title of AQ
AQ
Description of AQ
adsd
Date Created
16 Feb 2012
Deadline Date and Time
28 Feb 2012 16:00 (GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London
Number of Questions
2
Number of Suppliers
8
Previous stage
Preview email
Save
send to suppliers

Preview Email - This option shows a preview of the email that will be sent to the Invited suppliers

Save - the AQ event is saved as a draft event. You can add more questions to the event or return to the AQ dashboard

Send to suppliers - is only enabled when you have added one or more suppliers to the event. On selecting Send you will be asked to confirm that want to invite the supplier to respond to the event

Figure 79: AQ Summary

On selecting the **Previous Stage** button, you can add or remove questions from the AQ event

SENDING THE AQ INVITE

The Primary contact of the selected supplier will be sent an email alert.

This will also be copied to the Secondary business contact, if the supplier has specified a secondary contact.

On selecting OK, you will be returned to the AQ dashboard.

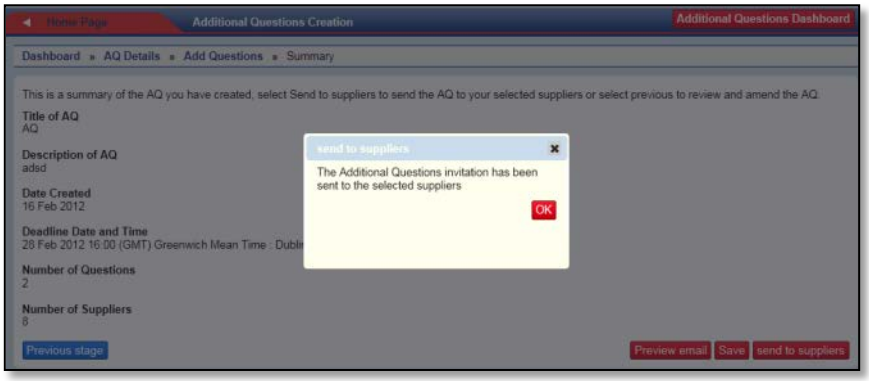
Additional Questions Creation
Additional Questions Dashboard
Dashboard » AQ Details » Add Questions » Summary
This is a summary of the AQ you have created, select Send to suppliers to send the AQ to your selected suppliers or select previous to review and amend the AQ.
Title of AQ
AQ
Description of AQ
adsd
Date Created
16 Feb 2012
Deadline Date and Time
Number of Questions
2
Number of Suppliers
8
send to suppliers
The Additional Questions invitation has been sent to the selected suppliers
OK
Previous stage
Preview email
Save
send to suppliers

Figure 80: AQ Invite Sent

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Create AQ Event

Without Using Suppliers

From the Home page, clicking on Additional Questions-Buyer will take you into the Dashboard where you can select the option **Create New Template**

Complete the details of the AQ Event and select either the **Save** button to save the AQ event details or **Next stage** button to add questions to the event.

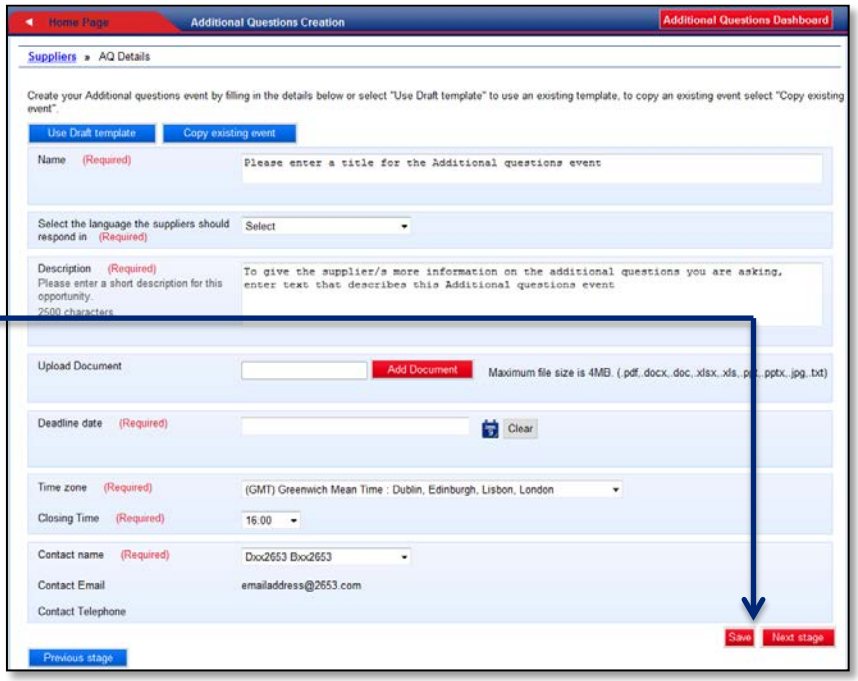
Home Page
Additional Questions Creation
Additional Questions Dashboard
Suppliers » AQ Details
Create your Additional questions event by filling in the details below or select "Use Draft template" to use an existing template, to copy an existing event select "Copy existing event".
Use Draft template
Copy existing event
Name (Required)
Please enter a title for the Additional questions event
Select the language the suppliers should respond in (Required)
Select
Description (Required)
Please enter a short description for this opportunity.
2500 characters
To give the supplier/s more information on the additional questions you are asking, enter text that describes this Additional questions event
Upload Document
Add Document
Maximum file size is 4MB. (.pdf, .docx, .doc, .xlsx, .xls, .pptx, .jpg, .txt)
Deadline date (Required)
Clear
Time zone (Required)
(GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London
Closing Time (Required)
16:00
Contact name (Required)
Dxx2653 Bxx2653
Contact Email
emailaddress@2653.com
Contact Telephone
Save
Next stage
Previous stage

Figure 81: AQ Event (No Suppliers)

On the AQ Summary page, note that you will **not** be able to **Send to Suppliers**. At this point you can only return to a previous stage, save the event and preview the email.

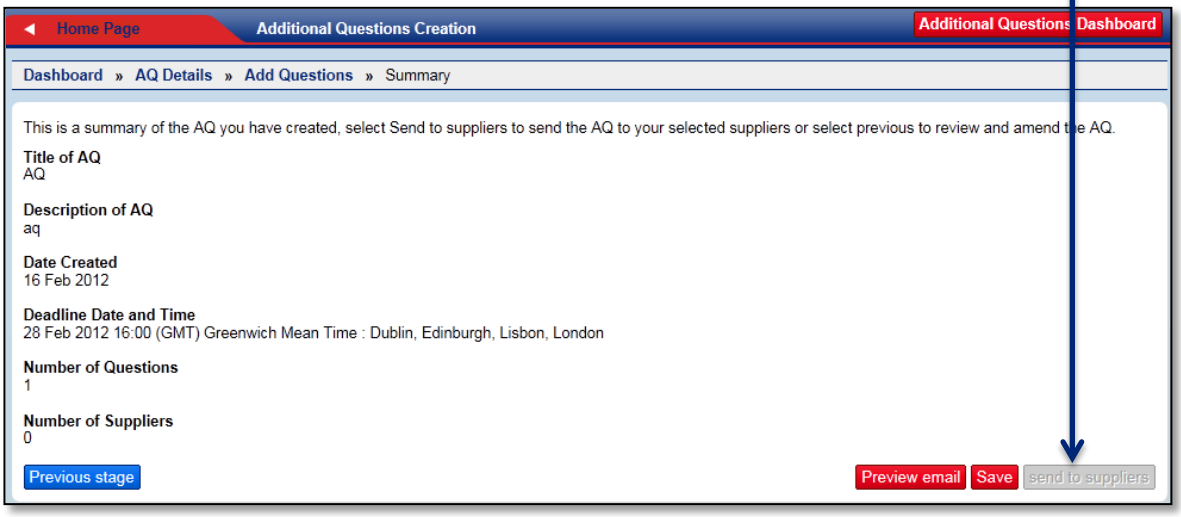
Home Page
Additional Questions Creation
Additional Questions Dashboard
Dashboard » AQ Details » Add Questions » Summary
This is a summary of the AQ you have created, select Send to suppliers to send the AQ to your selected suppliers or select previous to review and amend the AQ.
Title of AQ
AQ
Description of AQ
aq
Date Created
16 Feb 2012
Deadline Date and Time
28 Feb 2012 16:00 (GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London
Number of Questions
1
Number of Suppliers
0
Previous stage
Preview email
Save
send to suppliers

Figure 82: AQ Summary (No Suppliers)

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Create AQ Event

Using Another Event

When creating an Additional Questions event, you can select a draft event, which has not been sent to suppliers or copy an existing event

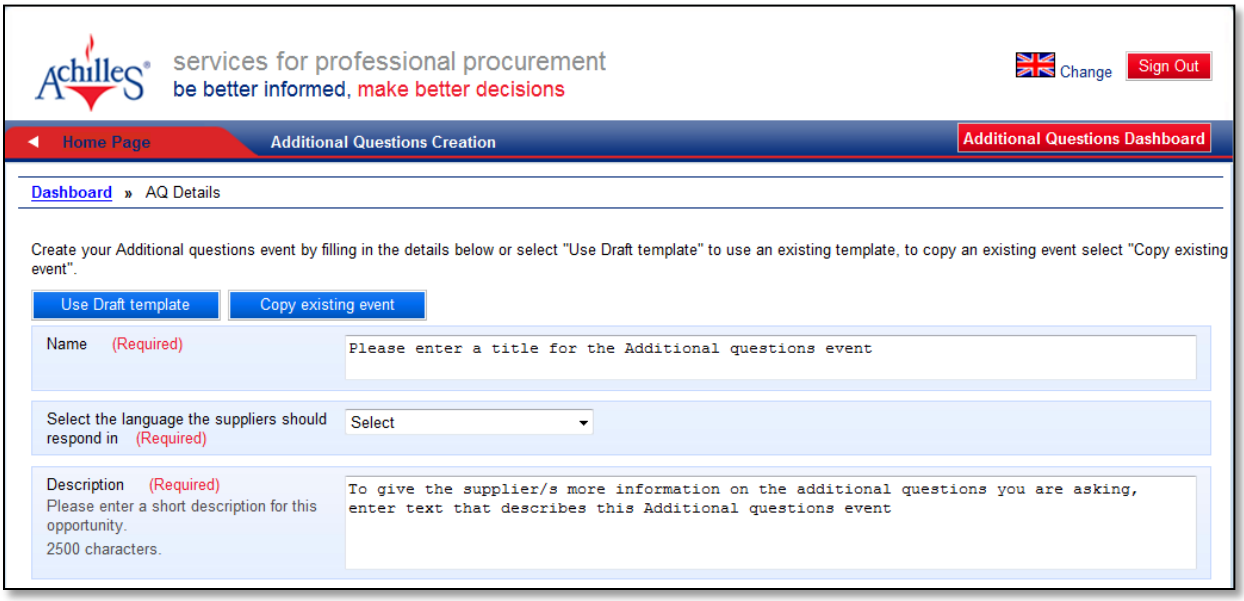
services for professional procurement
be better informed, make better decisions
Change
Sign Out
Home Page
Additional Questions Creation
Additional Questions Dashboard
Dashboard » AQ Details
Create your Additional questions event by filling in the details below or select "Use Draft template" to use an existing template, to copy an existing event select "Copy existing event".
Use Draft template
Copy existing event
Name (Required)
Please enter a title for the Additional questions event
Select the language the suppliers should respond in (Required)
Select
Description (Required)
Please enter a short description for this opportunity.
2500 characters.
To give the supplier/s more information on the additional questions you are asking, enter text that describes this Additional questions event

Figure 83: AQ Event (Existing Event)

Use Draft Template

Selecting the **Use Draft template** option takes you to the list of draft events created by users in your company.

- You can select any of the draft events.
- You can change the deadline date if the date is in the past.
- You can also add new questions if required.
- Once the event has been sent to supplier, it becomes an existing event that can be reused.

Tip:
A draft can only be used once, but becomes an existing event once sent. Therefore although there is no "question bank", you can reuse existing events as many times as you want.

Copy Existing Event

Selecting the **Copy Existing event** option takes you to the list of all events created by users in your company.

- You can select any of the events with any status.
- When you select an event that has previous supplier attached to it, the suppliers will be removed.
- If the deadline date is in the past you will be prompted to update the date.
- The event will be sent to supplier as a separate event from the one it was created from

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Extending Deadline Date

Suppliers can only submit the answers to your question before the deadline date.

You can only extend the deadline date of an OPEN Additional Questions event. Once an event has passed its deadline date and is closed, it cannot be re-opened.

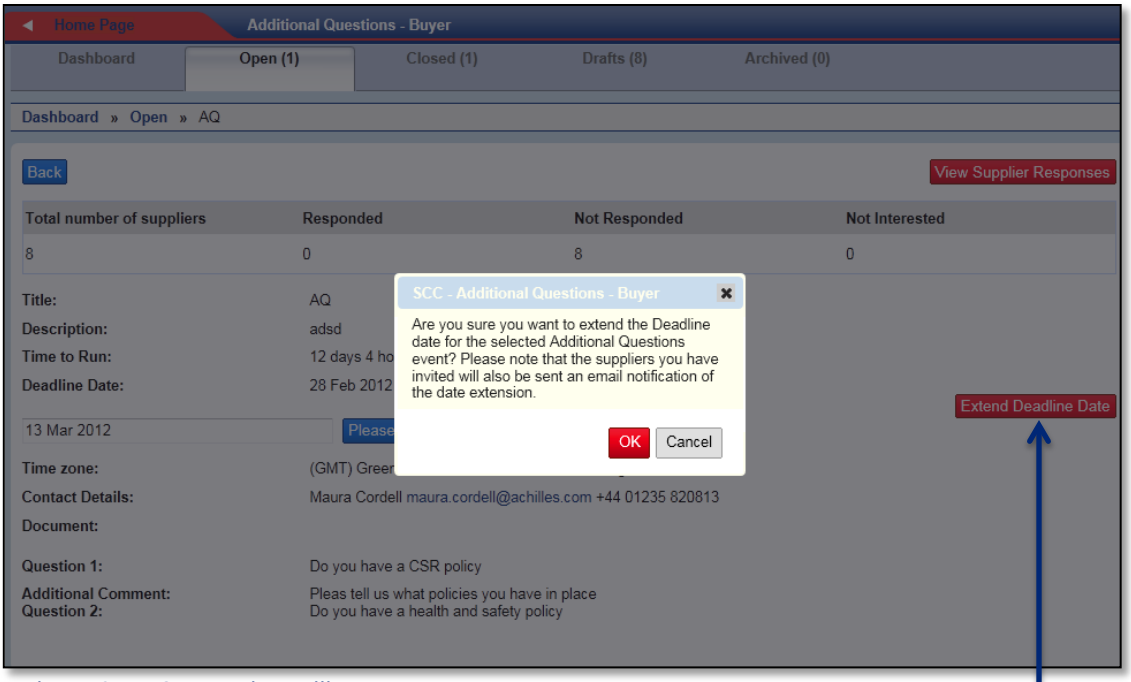

Figure 84: AQ Extend Deadline

- Select the OPEN event from the Open Events tab or the dashboard.
- Click on the **Extend deadline date** button
- Select a date from the calendar function (you can only select a date in the future)
- You will be asked to confirm the deadline date and you are also notified that the supplier will be sent an email to inform them that the deadline date has been extended.

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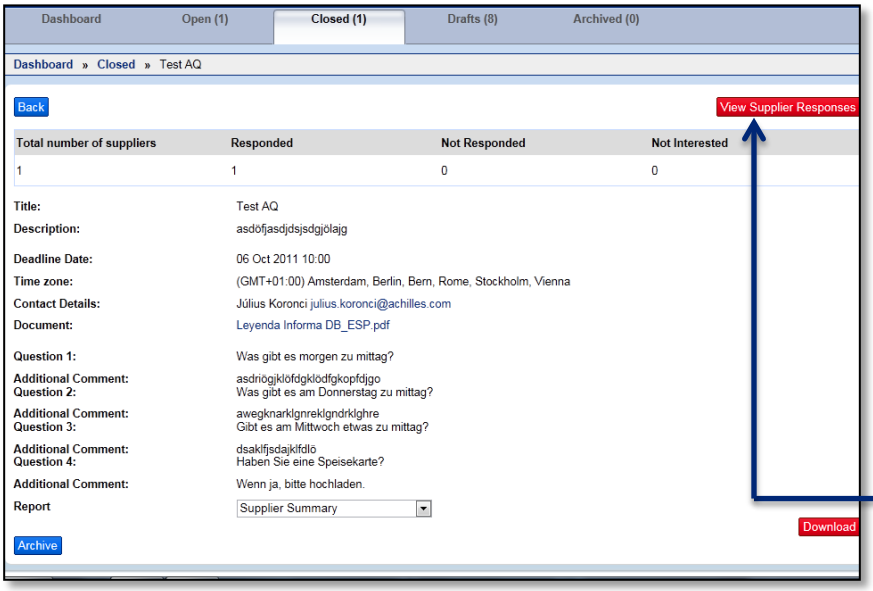
View Supplier Responses

From the Home page, clicking on Additional Questions-Buyer will take you into the Dashboard where you can select the Open or Closed tabs at the top

Suppliers can only submit the answers to your question before the deadline date. You can view details of responses from any Open or Closed Event.

Highlight the required event and click on the **Select** button.

Figure 85: AQ View Event



On selecting the event, you will see a summary of

- The total number of suppliers invited
- The number that have responded
- The number that have not responded
- The number that have indicated no interest

A summary of the event details and Questions asked is also displayed

To view the suppliers answers to the questions, click on the **View Supplier Responses** button.

Figure 86: AQ View Suppliers

From the Responded section, you will be able to view the supplier details. Click on the company name to view the answers provided.

If viewing responses in a closed event you can also set the purchaser status (Short listed, Not short listed, Under review).

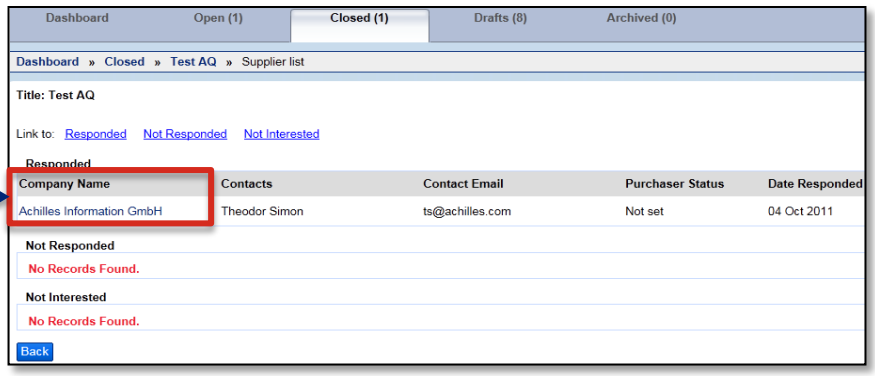


Figure 87: AQ View Supplier Responses

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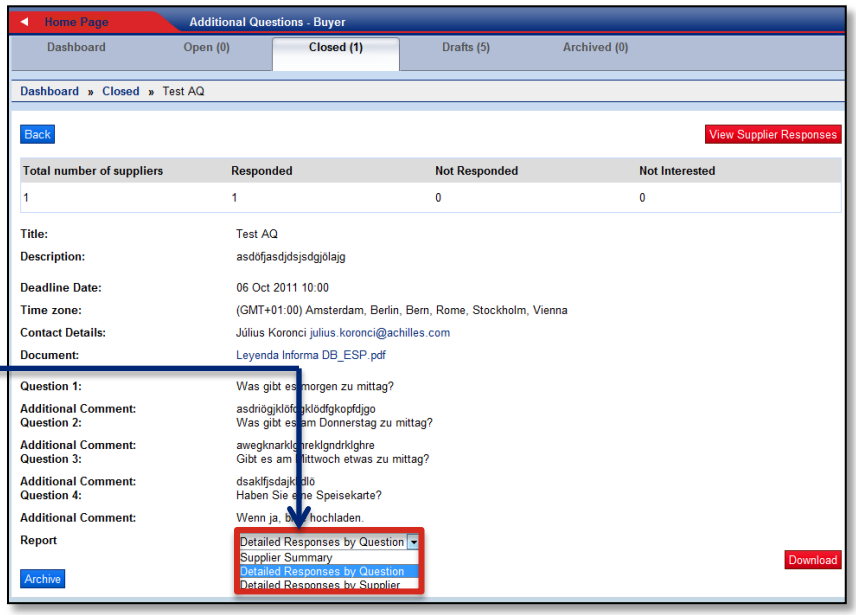
AQ Reports

Figure 88: AQ Reports

There are a number of reports a buyer can run. To access these reports there is a drop down menu.

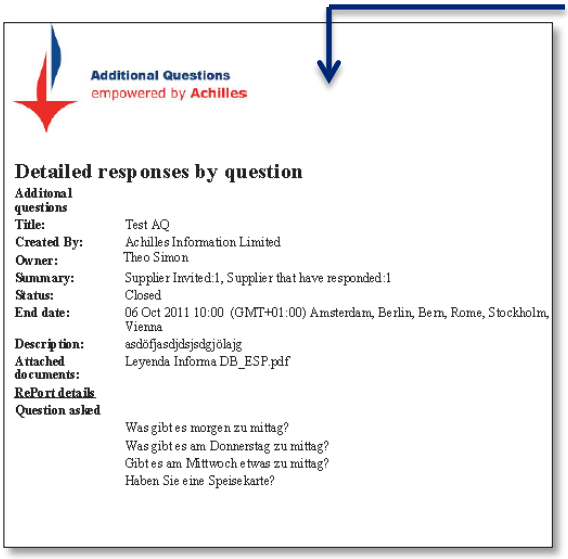
From here there are three different reports available:

- Supplier Summary (Excel)
- Detailed Responses by Question (PDF)
- Detailed Responses by Supplier (PDF)



Supplier Summary is an excel report that can be run which shows all the supplier information

Supplier ID	Supplier Name	Address1	Address2	Town City	Postcode	Country	Contact name	Contact Email	Purchasers Status	Purchasers Status Comments	Additional Questions Status	Date submitted
1	Achilles	Prinzenallee 5		Düsseldorf	40549	DE	Theodor Simon	ts@achilles.com	Not set		Responded	04-Oct-11
2	Achilles Info	Prinzenallee 5		Düsseldorf	40549	DE	Theodor Simon	ts@achilles.com	Not set		Responded	04-Oct-11
3	Achilles Ltd	Prinzenallee 5		Düsseldorf	40549	DE	Theodor Simon	ts@achilles.com	Not set		Responded	04-Oct-11
4	Achilles UK	Prinzenallee 5		Düsseldorf	40549	DE	Theodor Simon	ts@achilles.com	Not set		Responded	04-Oct-11


Additional Questions
empowered by Achilles

Detailed responses by question

Additonal questions

Title: Test AQ
Created By: Achilles Information Limited
Owner: Theo Simon
Summary: Supplier Invited:1, Supplier that have responded:1
Status: Closed
End date: 06 Oct 2011 10:00 (GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna
Description: asdöfjasdjdsjsdgjölajg
Attached documents: Leyenda Informa DB_ESP.pdf

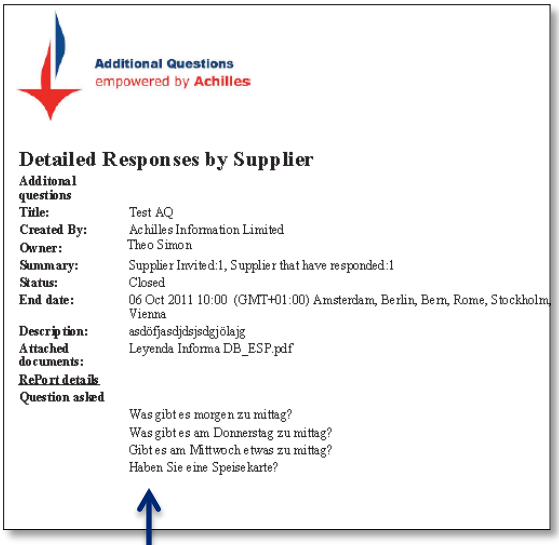
RePort details

Question asked

Was gibt es morgen zu mittag?
Was gibt es am Donnerstag zu mittag?
Gibt es am Mittwoch etwas zu mittag?
Haben Sie eine Speisekarte?

Responses by Question will show the AQ by the questions. It shows information about the search and the questions that were asked.

Responses by Supplier will show the AQ by the suppliers. It shows how many suppliers were invited and how many responded.


Additional Questions
empowered by Achilles

Detailed Responses by Supplier

Additonal questions

Title: Test AQ
Created By: Achilles Information Limited
Owner: Theo Simon
Summary: Supplier Invited:1, Supplier that have responded:1
Status: Closed
End date: 06 Oct 2011 10:00 (GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna
Description: asdöfjasdjdsjsdgjölajg
Attached documents: Leyenda Informa DB_ESP.pdf

RePort details

Question asked

Was gibt es morgen zu mittag?
Was gibt es am Donnerstag zu mittag?
Gibt es am Mittwoch etwas zu mittag?
Haben Sie eine Speisekarte?

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Reports

Reports

There is an additional reporting area which contains five metrics reports. All of the reports have date ranges and export into an editable excel file.

Permissions:
Metrics Reports Access

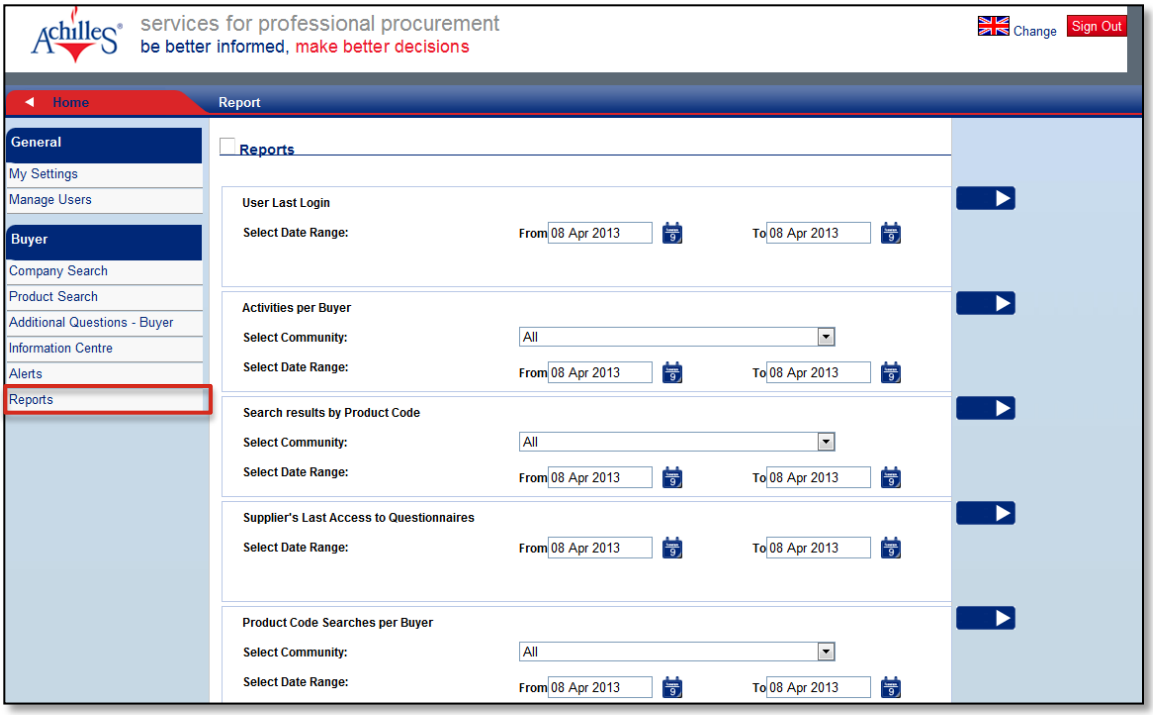

Figure 89: Metrics Reports

User Last Login – lists the last time that a supplier or buyer (from your organisation) logged in.

Activities per Buyer – lists the number of searches performed and Additional Question events created and sent.

Search Results by Product Code – lists the number of suppliers returned in a product code search.

Suppliers Last Access to Questionnaire – lists the date and time of when the suppliers last accessed their questionnaire.

Product Code Searches per Buyer – lists the product codes that have been used in searches.

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About Achilles

About Achilles

Why do over 790 of the world's largest businesses use Achilles?

Achilles is a global leader in supplier information management solutions. We match buyers with the right suppliers though our verified, up-to-date and searchable qualification database.

In the last 20 years, we've helped over 790 of the world's largest companies connect to over 77,000 suppliers through the creation of communities of buyers and suppliers. We currently have 36 such communities worldwide and have expertise in construction, information communications technology (ICT), mining and cement, oil and gas, service industries, public sector, transport and utilities sectors.

How do we support buyers?

Global view of supply base

Achilles provide a single focus point for all your supplier information on an online portal. We have 36 sector specific, buyer/supplier communities in over 130 countries around the world.

Reduces procurement costs and brings efficiencies

Achilles reduces the cost of supplier sourcing. Buyers typically experience more than 40% reduction in procurement effort. Access to high quality information about suppliers simplifies the decision making process; procurement professionals can reduce the costs of maintaining supplier data and improve supply chain efficiency.

Supply chain risk mitigation

Achilles underpins compliance on legislative and corporate standards, assessing suppliers' capabilities and financial, legal, health and safety, environmental and quality risks.

Facilitates better decision making and raises standards

Buyers can access a network of pre-qualified suppliers, improve existing relationships and form new ones whilst also sharing best practice amongst peers which ultimately raises the bar in the industry.

Buyers commenting on Achilles

"The work done by Achilles not only enabled us to increase the quality of our supplier information, but also helped us to reduce costs, risk and improve effectiveness."
Hector Tajaheurce, Purchasing Director, Enagas

"I knew there would be a cost benefit to the industry in providing this service. We alone saved a massive £500,000 within the first year of joining the scheme – excellent is the only word for it."
Nigel McKay
Head of Procurement and Supply Chain, Lend Lease EMEA

+77,000 Worldwide suppliers

790+ of the world's largest buyers organisations

33,000 user purchasing professionals

Global offices 26, active in 130 countries

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